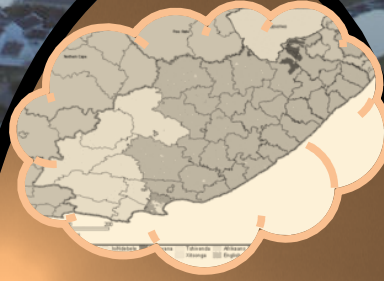


Ndlambe Municipality



**Heart of the
Sunshine Coast**

Annual Report 2009/2010

Kenton on Sea

THIS TOPOSCOPE HAD
ITS ORIGIN IN THE
HISTORICAL RESEARCH
OF E. MORSE JONES ESQ.

PICn WHISTLE HOTEL

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VISION:

Ndlambe Municipality strives to be a growing and investment friendly region that provides sustainable, efficient, cost-effective, adequate and affordable services to all citizens in a healthy and safe environment by 2025.

MISSION:

To achieve our vision by enabling optimal performance within each of the five key performance areas of local government within the context of available resources.

VALUES:

- Commitment
- Transparency
- Honesty
- Trustworthiness
- Care



PART 1: INTRODUCTION AND OVERVIEW

Foreword by the Mayor



This annual review of our performance is a legislative requirement of both the Local Government: Municipal Finance Management Act, 56 of 2003 and the Local Government: Municipal Systems Act, 32 of 2000. However, it is intended to be much more than part of our compliance with legal requirements.

I hope that this report will give our colleagues in government, the people of Ndlambe and all those who live, work and play in our towns an insight into our approach to governance and service delivery. We serve communities with wide disparities in wealth, standard of living and access to opportunities.

As a government closer to the people of Ndlambe, we are committed among other things to facilitating poverty alleviation and providing the basic services that are the building blocks to a better standard of living. Clean drinking water, access to sanitation, street lighting, electricity, refuse removal, housing, roads and pavement are fundamental. As the Mayor of Ndlambe, I remain committed to a holistic and integrated planning methodology that seeks to maximise resource allocation in a manner that responds to the developmental challenges outlined above.

The under year under review saw us governing together with the people, talking and listening, and basing our IDP, service delivery and spending priorities on the needs expressed by our residents. This meant embracing the real meaning of public service, “Batho Pele” – putting people first, and of striving to achieve the promise of “Ndlambe Municipality being a growing and investment friendly region that provides sustainable, efficient, cost-effective, adequate and affordable services to all citizens in a healthy and safe environment by 2025.”

In conclusion, I would like to express my sincere appreciation to my political colleagues, the Municipal Manager, Directors, Managers, Officials and all members of staff to their commitment and dedication during the past financial year. I believe we have the potential to do more, provided we apply a greater effort in order to realise our vision.

V. Balura
MAYOR

The yearly program priorities' statement



The following is the list of the priority areas that the municipality needed to address during the 2009/2010 financial year and needs to continue to address in future financial years due to the magnitude of the work to be done. The Ndlambe Municipality did have a service delivery budget implementation plan but were not geared up to fully implement the performance management system that was put into place during the year under review. Directorate's reports highlight the progress made in this regard.

The following of priorities list does form part of the priorities as identified in the integrated development plan.

- Continuous supply of sufficient potable water to meet present and future requirements throughout Ndlambe Municipality by 2012.
- Reticulated waterborne sewerage for all Ndlambe Municipality households by 2012.
- Community of Ndlambe Municipality has access to good quality roads for social and economic mobility based on strategically selected priorities within the given resource constraints.
- Adequate shelter for all people throughout Ndlambe Municipality, with specific reference to low income households, rental stock and middle income housing options.
- The community of Ndlambe Municipality has access to a reliable and consistent supply of electricity and street lights as provided by Manelec and ESKOM.
- The Ndlambe Municipality fully understands its potential and limitations in terms of land utilisation and management, and undertakes these issues in a sustainable manner that is guided by a Spatial Development Framework.
- Communities have access to a well maintained social infrastructure that supports social interaction, education and economic activities that are managed in partnership with the Municipality.
- Communities and visitors in Ndlambe Municipality, with specific reference to the youth, have access to suitable and affordable recreational and sport facilities managed in partnership with the Municipality.
- Communities have access to affordable grave sites in close proximity to settlements and are well maintained and protected from vandals.
- Communities have sufficient and affordable economic solid waste disposal options to encourage a clean, healthy environment.
- The Municipality offers protection services that care for the health and safety of all communities in Ndlambe Municipality, in line with available legal requirements in support of economic development, with specific reference to tourism.
- Communities and visitors in Ndlambe Municipality utilise the natural resources/assets in a sustainable manner for economic and recreational purposes in accordance with the available legislative framework.
- The impact of HIV/AIDS on households in Ndlambe Municipality is reduced through support programmes and effective health services.
- The economic growth in Ndlambe Municipality is supported through the creation of improved access to sustainable income-generating activities for the unemployed.
- Households living below the poverty line alleviation, as well as vulnerable groups, have improved access to all required basic services i.e. health facilities and social grants/work-creating programmes.

- Communities are better able to take care of their own health through the creation of a healthy environment and the availability of quality primary health care facilities.
- Municipality is able to meet the performance targets through the effective management of competent municipal officials/staff.
- The policy/strategy framework of the Municipality, in terms of all corporate requirements, contributes to the effective functioning of the Municipality within the legislative framework of local government.
- The Municipality utilises high quality strategic planning and management processes to organise work, establish inter-governmental relationships. and document performance in the Municipality.
- Establish a well functioning council system that contributes to and meets the standard for good governance in terms of transparency, accountability, good working relationships and implementation of resolutions.
- The Municipality complies with the principles and practices of good governance with particular reference to its relationship with the community and other stakeholders (Batho Pele Principles).
- All communities are well informed regarding the work of the Municipality and participate constructively in relevant dialogues.
- An updated (contemporary) financial system of Ndlambe Municipality is optimally used by competent staff.
- Ndlambe Municipality is able to raise sufficient revenue (internal and external sources) and manage its assets to meet its responsibilities in terms of service delivery, incorporating both capital and operational costs.

R Dumezweni
MUNICIPAL MANAGER

Overview of the Municipality

1 Geographic and demographic profile

Geographic Situation

The Ndlambe Municipality falls within the Cacadu District Municipality area, Eastern Cape Province. The Ndlambe Municipal area is bordered by the following Local Municipal areas:

- Makana within the Cacadu District Municipality to the North
- Sundays River Valley within the Cacadu District Municipality to the West
- Ngqushwa within the Amatole District Municipal Area to the East

The Ndlambe Municipal area forms part of the Eastern Coastal Zone (one of the areas within the Cacadu District Municipality that has similar geographical characteristics and requires similar geographical guidance). This area can be described as an area with:

- A pristine coastal area
- Well preserved river mouths and inter-tidal areas
- Diverse vegetation
- Relatively low density development along the coast
- Major tourism potential



2 Socio-economic context: Key information: main economic activities, poverty trends among the population and unemployment rates, etc..

Ndlambe as per 2007 Community Survey:

Area (Km ²)		2, 000.81
Population (no)		63,122
Urbanization rate (%)		67.69
Density (People/km ²)		16.63
Demographic (%)	Black	80.28
	White	12.40
	Coloured	7.28
	Asian	0.04
Gender (%)	Female	51.46
	Male	48.54
Age (%)	0 – 4 years	7.91
	5 – 19 years	27.55
	20 – 64 years	55.99
	65+	8.55
HDI		0.51
HIV Prevalence (2003 %)		20.20
Functional Literacy (%)		54.02
Education	None	11.89
	Grade 12	11.56
	Tertiary	6.41
Household Monthly Income levels (%)	R0 R200	6.02
	R201 – R1 000	23.80
	R1 001 – R2 500	25.61
GDP Per Capita (R'000)		16.02
Unemployment (%)		38.84
Dependency Ratio (Household Grants)		1.79
Municipal Financial Grant dependency (2002/03)		12.76

Access to Basic services (% of households – 2001)	Water	76.32
	Sanitation	85.82
	Electricity	66.63
	Refuse removal	73.11
	Housing	82.13

C) The year under review brought about many challenges that impacted on Ndlambe Municipality. The biggest challenges that occurred were:

- Discontent from ratepayers with regards to general service delivery;
- Water and sewer provision;
- Issues around the provision of housing.

4. Executive Summary

The 2009/2010 financial year was once again a challenging year for Ndlambe Municipality as the needs of the community, as always, far outweighed the financial resources of Council. The needs of the community were analysed and discussed during the Integrated Development Plan process and priorities were set for the year.

Water and sewer were identified as the main priorities but local economic development, financial viability and performance management were also areas that could not be overlooked.

The following represents a list of the priorities, apart from the above, that were identified to be addressed;:

- Importance of investing in people, with particular reference to areas with low economic potential
- Investment in the maintenance and management of the existing municipal assets, including infrastructure and utilities
- The effective utilisation of municipal assets to unlock economic potential
- The creation of institutional capacity in communities by supporting and leading local forums, building of the Ward committee systems, and establishing cooperatives to generate economic possibilities
- The protection of and sustainable utilisation of natural resources for the benefit of all local communities
- Directing poverty relief and food security to assist the poorest households
- Effective application of the indigent policy that ensures poverty relief
- Creating cost effective hub of activities in strategic location to support integration among communities
- Increase the relevance and use of Spatial Development Framework to guide development investments
- Creation of investors confidence through good local governance and leadership
- Engage in stakeholder dialogue and management, including inter-governmental relationships, in order to deliver more comprehensive services
- Development of monitoring systems that incorporate customer satisfaction

The following represents the list of priorities that were identified during the integrated development review process;

1. Addressing sanitation backlogs (this is also related to constraints associated with bulk water supply)
2. Addressing road conditions and the continued maintenance thereof
3. Effective development planning and implementation that is currently jeopardised by:
 - Unreliable or unavailable planning Information
 - Poor alignment with Spatial Development Framework
 - Challenges in meeting EIA requirements and the associated time delays
 - Poor management systems to ensure coordination among directorates
 - Unclear IDP – Budget alignment
 - Finding workable solutions for basic services in ever increasing informal settlement areas
 - Ineffective building control
 - Unrealistic augmentation fees imposed on new developments
4. Effective Housing Delivery with additional challenges including:
 - Housing developments face a new stakeholder in terms of child headed families.
 - The management of information relating to housing development is challenged by:
 - Unreliable data regarding influx of people
 - Difficulties in “cleaning” of waiting lists
 - Inability to link with Provincial DLG&TA as well as Home Affairs data bases
5. Internal capacities to effectively spend funding allocations including constraints such as:
 - Insufficient Human resource capacities
 - Insufficient Project planning and management capacities
 - Lack of effective Monitoring systems including information management
 - Poor management of contracts and service level agreements with service providers and other stakeholders
6. Development of systems to ensure effective management of council assets including municipal offices, buildings, land, public amenities. Related issues are:
 - Commonage Management including availability of reliable data
 - Poor conditions of public facilities (Deterioration of facilities result in increased rectification cost)
 - Decrepit state of plant and equipment result in poor maintenance
 - Dealing with vandalism & theft of infrastructural resources
 - Cemeteries are reaching full capacity and is not well maintained
7. Unemployment and economic development is not addressed sufficiently including:
 - Role of Municipality with regard to tourism
8. Affordable solutions to challenges of refuse removal
9. Developing affordable and suitable capacity to deal with disaster management
10. Environmental Health with specific reference to roaming animals.

As can be noted, the list is much the same as that of last year as it is clear that the priorities identified can never be dealt with within one financial year.

PART 2: KPA ACHIEVEMENT REPORT

Chapter 1: Human resource and other organization Management-KPA

1.1 Presentation of the organizational structure (approved organogram)

- The total number of posts approved for the 2009/2010 financial year is 455
For the 2009/2010 financial year there were no changes to the organisational structure.
- The total number of vacant positions for the reporting year was 25.
- The municipality could not submit performance agreements during the set time-frames.
As a result of problems encountered with the implementation of an fully fledged Performance Management System (PMS) and the funding of an effective PMS for the municipality the municipality entered into a partnership with GTZ in February 2009. In April 2009 terms of reference were drafted for the appointment of a service provider to assist the local municipality with the following actions:
 - Formulate a draft Performance Management System framework
 - Formulate a Performance Management Policy for the municipality and same to be adopted by Council;
 - Develop a performance based measurable organisational scorecard;
 - Develop performance based measurable departmental scorecards for all the municipal departments;
 - After these were in place-process plan has to be developed for performance review sessions for all Section 57 Managers to be held during the 2009/2010 financial year with the new system
 - As the process only commenced in April 2009 it was therefore resolved that Performance review sessions for section 57 employees be conducted for the last quarter of 2009/2010 financial year ending in June 2010;
 - The performance review sessions are scheduled to take place in mid August 2010 as 'mock/trial' assessment so that they can be used as capacity building sessions;

1.2 Staff development initiatives during the Financial Year:

During the 2008/2009 financial year a draft Human Resources Strategy was formulated and adopted by Council. The Human Resources Strategic Plan incorporates the formulation of a Workplace Skills Plan which is closely aligned with the National Human Resources Strategy and the municipality's strategy as enshrined in the Integrated Development Plan (IDP).

The municipality during this financial year faced a serious challenges of financial chashflows, which led to a minimal implementation of the annual Workplace Skills Plan for

2009/2010. However, most of the training intervention which have been implemented are those funded by other spheres of government.

1.2 Key HR statistics per functional area

1.3.1 Full time staff complement per functional area (examples are given below)

	Approved positions (e.g MM- S57 etc...)	Number of approved and budgeted	Filled posts	Vacant posts
1	Section 57	5	5	0
2	Deputy	5	4	1
3	Assistant	5	5	0
	Total	15	14	1

1.3.2 Technical staff registered with professional bodies

Technical Service (e.g water, electricity etc...)	Total number of technical service Managers	Total number registered in the Accredited profession al body	Total number pending registration confirmation in the accredited professional body	Total number not yet registered in the accredited professional body
Qualified engineers	3	2	N/A	N/A
Civil engineers	2	2	N/A	N/A

1.3.3 Levels of education and skill

Total number of staff	Number of staff without Grade 12	Number of staff with Senior Certificate Only	Number of staff with Tertiary/ accredited professionals
455			

1.3.4 Trends on total personnel expenditure

Years	Number of staff	Operating Budget	Expenditure (salary and salary related)	Percentage of Expenditure
2007/2008	447	113 722 404	45 432 386	40%
2008/2009	455	123 709 750	50 976 450	39%
2009/2010	455			

1.3.5 List of pension and medical aids to whom employees belong

Names of pension fund	Number of Members	Names of medical Aids	Number of Members
Cape Joint Pension Fund	40	Discovery	21
Cape Joint Retirement Fund	161	Bonitas	224
SALA Pension Fund	55	SAMWU National Medical Scheme	120

SAMWU National Pension Fund	130	Hosmed	9
Sanlam Pension Fund	40	Key Health	3

1.4 Senior officials' wages and benefits

See Annexure 1.2.1

1.5 Implementation of the Performance Management System (PMS)

The Executive Committee Meeting of 20 May 2009 noted a report from the Director: Corporate Services in which she cited various problems experienced with the Howard Cook Performance Management System, *inter alia*:

- Its non-compliance with performance management (SMART) principles; and
- Its complex design which made it impossible to operationalise it.

Flowing from previous reports to Council about the complexity of the Howard Cook Performance Management System, the Corporate Services Directorate was tasked to explore alternatives while the Municipality would continue with the said system. Cacadu District Municipality was approached for assistance as they were previously on the Howard Cook Performance Management System. Furthermore, Sundays River Valley Municipality was also visited to explore their system.

Numerous attempts were made to secure funding for this process but with no success. Subsequently, the German Agency for Technical Cooperation (GTZ) whose area of focus includes municipal support on Integrated Development Planning (IDP) and implementation, Performance Management (M&E), Municipal Financial Management and budgeting, Good Local Governance, Local Democracy and Public Participation and Local Economic Development. GTZ agreed to support the Municipality and appointed a Service Provider whose tasks included conducting Performance Management System awareness workshops with both Councillors and Officials, the development of a Performance Management Policy Framework for Ndlambe, and the development of Organisational and Departmental Scorecards. GTZ's system is based on the Balanced Scorecard Methodology. A good performance management system should integrate easily with the goals and strategies of a Municipality. It must furthermore allow the Municipality to put its goals and strategies into action in order to provide quality service to its customers, as well as its employees.

Following an assessment of the underlying principles of systems currently in practice worldwide, it became clear that a performance management system based on the principles of an approach called the **Balanced Scorecard** is the only one that will really work for Ndlambe Municipality –to *transform ideals and goals into tangible results*.

The *Balanced Scorecard* is a worldwide-accepted strategic management tool that translates an organisation's strategy into terms that can be understood, communicated and acted upon. It provides the understanding, focus and alignment that unlocks and focuses the strategic skills and knowledge of the organisation towards a shared vision. The *Balanced Scorecard* focuses primarily on *strategic* issues and will –

- translate Ndlambe's organisational strategy into tangible objectives and measures;
- use four perspectives to ensure a balanced approach, i.e.: Customer (Community) perspective, Financial perspective, Internal Processes, and Learning and Growth;
- provide a visual representation of the organisational game plan; and
- allow Ndlambe to measure financial and customer (community) results, operations and organisational capacity.

The traditional balanced scorecard is often criticised as a private sector methodology that is not applicable for either the South African public sector or local government environment. However, if one considers the traditional scorecard depicted in figure 1 above, then it is clear that even the traditional Balanced Scorecard dimensions are very relevant and applicable for South African local government.

However, it is critical that the strategic direction of Ndlambe is aligned with that of Cacadu District, the Eastern Cape Provincial Government and the National Government's programmes and priorities. In this regard the following **National Municipal Key Performance Areas** have been identified in the **Local Government: Municipal Performance Management Regulations for Municipal Managers, 2006** (published in Government Gazette No 29089 of 1 August 2006):

- Service delivery & infrastructure
- Municipal transformation and institutional development
- Financial viability and management
- Local Economic development
- Good governance and community participation.

1.6 Annual performance as per key performance indicators in municipal transformation and organizational development

	Indicator name	Total number of people (planned for) during the year under review	Achievement level during the year under review	Achievement percentage during the year	Comments on the Gap
1	Vacancy rate for all approved and budgeted posts	455	23	95%	Municipality will strive to fill all critical and strategic vacancies
2	Percentage of appointment in strategic positions (Municipal Manager & section 57 Managers)	5	5	100%	No gaps in this regard
3	Percentage of section 57 Managers including Municipal managers who attended at least 1 skills development within FY	5	5	100%	No gaps in this regard
4	Percentage of managers in Technical Service with a professional qualification	2	Of 3 posts two qualified engineers	75%	1 inherited from previous dispensation with relevant experience but no qualification
5	Percentage of municipalities within the district area that have a fully functional Performance management system (DM only)	Not Applicable	Not Applicable	Not Applicable	Not Applicable

	Indicator name	Total number of people (planned for) during the year under review	Achievement level during the year under review	Achievement percentage during the year	Comments on the Gap
6	Percentage of staff that have undergone a skills audit (including competency profiles) within the current 5 year term	Skills audit is being conducted annually for all staff members as part of Workplace Skills Plan and Human Resource Development Strategy	All staff	100%	As part of the Workplace Skills Plan implementation all departments ensure that staff is trained in line with WSP. Mechanisms being developed to monitor and evaluate impact of training and impact on overall strategy (IDP).
7	Percentage of councillors who attended a skills development training within the current 5 year term	75% of the total number of councillors	75%	75%	75%
8	Percentage of staff complement with disability	Less than 2%	None to report	0%	As part of Employment Equity Plan interventions e.g. succession planning, recruitment etc. reach the 2% target
9	Percentage of female employees	40%	40%	40%	Efforts are being made to employ women at all levels incl. Strategic post
10	Percentage of employees that are aged 35 and younger	35%	35%		Natural attrition

1.7. Major challenges and remedial actions in regard to human resource and organizational management

Human Resources Development HRD and Training

Challenges have been identified in the implementation of the Workplace Skills Plan including the lack of a systematic approach to monitoring and evaluation of training impact on the institution and its effectiveness.

As part of the Workplace Skills Plan implementation all departments ensure that staff training takes place in line with WSP. Mechanisms being developed to monitor and evaluate impact of training and impact on overall strategy (IDP).

Implementation of Workplace Skills Plan

Due to the shortcomings in implementation of Employment Equity Plan especially in relation to employment of people with disabilities-wherever possible the municipality strives to fill the remaining vacancies with disabled persons to reach the 2% target

Development and implementation of Employee Wellness Program

With the implementation of the Human Resources Strategy the development of an Employee Assistance Program (EAP) has been identified as a critical challenge. Some of the areas to focus on included-

- Absenteeism
- Disease Management
- Manager sensitisation and
- Direct counselling to the infected and affected in cases of HIV/AIDS

Measures are being put in place to develop a comprehensive Employee Assistance Program but amongst others, the critical challenge has been funding.

Chapter 2: Basic Service delivery performance highlights

2.1. Water services

2.1.1 Water services delivery strategy and main role-players:

Ndlambe Municipality is located within the Cacadu District Municipality and is home to some 80 000 people. The Ndlambe Municipality (NM) is the legislated Water Services Authority for the area.

Ndlambe Municipality operates and maintains all water supply systems within both Water Services Authority and Water Services Provider functions, with the exception of the Amatola Water Board (previously Albany Coast Water Board) supply footprint, where bulk water is supplied by the Amatola Water Board.

There are six (6) local water supply schemes which service the main settlements within the area. Port Alfred, Seafield and Bathurst are all fed mainly from surface water schemes whilst Boesmansriviermond, Kenton on Sea, Alexandria, Boknestrand and Cannon Rocks are supplied from ground water schemes.

Boesmansriviermond and Kenton on Sea augment their groundwater supplies with desalinated water through the Reverse Osmosis plant situated at Boesmansriviermond. The towns of Cannon Rocks and Boknes receive Reverse Osmosis processed water from borehole sources.

Potable water is piped to all communities within Ndlambe, and is available to the vast majority of households. However, some of the Bathurst and Trappes Valley communities still rely on rainwater and private boreholes. The latter are considered for municipal supply within the IDP.

Water service regulation is determined and monitored by Dept Water Affairs. Compliance is monitored and intervention strategies insisted upon by this organisation, should quality not be achieved. It is the objective of Council to achieve and sustain "Blue Drop" status throughout all water supply systems within Ndlambe, which is an approved level of management and supply within the regulator's policies. This quality and supply goal is being achieved by improving both water quality management and the quantity sustained by each system.

2.1.2 Levels and standards in water services:

It is Council's objective to provide levels of Water Services which exceed RDP LoS.

The intention is to provide at least a reticulated water supply to all households, with full water-borne sewerage. This is the case in the vast majority of consumer households. Levels and standards of water are stringently monitored, to ensure a safe and sustained supply.

The Ndlambe Municipality defines low level access to water services as that of “RDP Standards”, being a tap supply within 200m radius of all urban consumers, whilst high level access is considered when water supply is available within households. Presently only informal households receive a low level water supply. Once top structure applications are approved, erven are serviced with formal reticulation to each house.

Low quality standard of water quality is when supply quality does not achieve standards as defined within SANS 241. A high quality standard would be the achieved maintaining of this level of supply. These standards include both quantity and quality of supply.

Stringent and regular monitoring of this resource is therefore essential to ensure that these objectives are achieved. Reporting and process control are regulated by the Department Water Affairs. Ndlambe officials strive to achieve standards and compliance goals, as determined.

It is a well known fact that the reliability of the yields and the quality of the water from the respective water sources is in general inadequate. Furthermore the capacity of the bulk infrastructure is also inadequate especially during peak holiday seasons when holiday makers flock to the coastal resort town and the demand for municipal water supply cannot be met. This challenge is being addressed through grant funded projects. The present status quo results in many of the households in the area augmenting the Municipal supplies by establishing private rainwater harvesting facilities, which Council encourages and enforces within the building application process.

The Municipality is committed to improving water services. Water quality is monitored within standards and guidelines established by the regulator, the Department of Water Affairs. Water samples ensure compliance standards are maintained. These are taken on a planned and regular basis. All results are submitted independently to the regulator via the Directorate Community and Protection Services.

If tests indicate that water quality is compromised, immediate intervention treatment and action is taken. Further additional water samples are tested to ensure that interventions have succeeded and have been effective to comply and fall within the determined guidelines. This does not mean that improvements are not being considered, as training, development and control are continuous.

2.1.3 Annual performance as per key performance indicators in water services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the FY under review (actual numbers)	Numbers of HH/customers reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to potable water	18913	400	110	98	95%
2	Percentage of indigent	8385	2500	500	500	100%

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the FY under review (actual numbers)	Numbers of HH/customers reached during the FY	Percentage of achievement during the year
	households with access to free basic potable water					
3	Percentage of clinics with access to potable water	8	0	0	0	0
4	Percentage of schools with access to potable water	18	0	0	0	0
5	Percentage of households using buckets	Nil	0	0	0	0

2.1.4 Major challenges in water services and remedial actions

The Municipality is committed to improving water service provision in its region despite the recent water service challenges, which include the following challenges and remedial action:

- Insufficient supply quantity to meet the growing demand
 - Remedial actions include various Water Conservation projects. Water conservation and demand management practices are continually being assessed and improved, as funds become available.
- Aged infrastructure operating within extreme environmental conditions
 - Remedial actions include that the entire infrastructural “as-built” within this sector is being assessed within a master plan.
- Poor quality of low cost house plumbing leads to leaks and subsequent loss.
 - Remedial actions include loss control and the addressing of leaks in indigent households. This has been done on a wide scale throughout Ndlambe.
 - Future low-cost house design will focus on the quality of all water and sanitation fittings included in the house construction.
- Source quality, where the main phenomena affecting the quality of the water in the region is the materialization (or salination) of the water in the main catchments due to the geology (marine origin) of the area.
 - Remedial actions include the establishment and operation of Reverse Osmosis Technology, which, although expensive, is effective in addressing salinity issues and is now operational in Cannon Rocks, Boknes, Kenton-On-Sea and Boesmansriviermond.
- Massive peaks in demand, due to the transient nature of this consumer base.
 - Bulk storage reservoirs have been prioritised within the Water Services Plan. Funding restrictions have delayed implementation.
- Protracted drought
 - Prayer

It is the intention of the municipality to achieve and sustain “Blue Drop Status” within water services provision. This is a compliance monitoring system managed and

implemented by the Dept Water Affairs, as the regulator. Ndlambe Municipality has, as a result of the above, identified a need for the development of an Infrastructure Master Plan for water services (water and sanitation). Funding has been allocated to the NM by the Development Bank of South Africa (DBSA). The objective of the project is to develop a water service infrastructure master plan with associated as built drawings of the existing infrastructure.

The information contained in the plan is to be captured on the TGIS system to enable the NM to have a tool to assess and control the development of the municipality in terms of water services. The master plan will also be used to guide the NM in its infrastructure expansion programme. The development of the Water Service Infrastructure Master Plan (IMP) where short, medium and long term proposals are defined will be the final product of the project. Key documents required to ensure the IMP is a relevant and empowering tool for the Ndlambe Municipality are the Integrated Development Plan and the Water Services Development Plan.

Both these documents provide the developmental frame work for IMP to capture the detail of why, when and how water service infrastructure should be refurbished, upgraded and extended in Ndlambe Municipality. The contract for the development of the water service infrastructure master plan has been awarded and commenced 2009/11/20 and will continue for a period of 39 weeks.

2.2 Electricity services

2.2.1 Electricity services delivery strategy and main role-players

Ndlambe Municipality renders electrical services in the towns of Port Alfred and Alexandria. Eskom supplies electricity in bulk to both components. Port Alfred town has one 11-kilovolt-supply point and Alexandria has one 11-kilovolt-supply point. Eskom supplies electricity to the rural areas outside Ndlambe, also Boknes, Cannon Rocks, Bushmans River, Marselle, Bathurst, Nemato, Alexandria, Ekuphumleni, Station Hill and Kleinemonde.

Ndlambe Municipality buys electricity in bulk from Eskom and is responsible for the distribution thereof within its approved areas of supply, under license from the National Electricity Regulator. Electricity is taken from Eskom at two intake substations, i.e. Port Alfred and Alexandria, and redistributed to the end consumer through a series of cables, lines and substations.

The directorate is responsible, and employs a service provider, namely, Manelec Services (Pty) Ltd, for:

- The construction and maintenance of the distribution network as well as providing new infrastructure to ensure a reliable and affordable supply of electricity to all;
- The effective management of revenue by ensuring all electricity supplied is billed for and reducing losses in order to cover operating and capital expenses;
- The provision of a reliable and acceptable level of public lighting to improve the safety and living standards of residents, including street and public lighting for Boknes, Cannon Rocks, Bushmans River, Marselle, Bathurst, Nemato, Alexandria, Ekuphumleni, Station Hill and Kleinemonde

The challenge experienced is a streetlight backlog in the areas that were formally under Eskom's management. The Municipality is dealing with this. Management of

public lighting, including high mast lights, has been shopped out to an annual tender service provider.

2.2.2 Level and standards in electricity services

The distribution and reticulation areas, excluding provision of electricity by Eskom, covers Port Alfred and Alexandria. Each consumer is considered a customer and has got access to electricity supply. The electrical supply to Port Alfred is of a high standard. The electrical supply to Alexandria, inclusive of Wentzel Park, needs upgrading.

2.2.3 Annual performance as per key performance indicators in Electricity Services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (actual numbers)	Number of NH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to electricity services	18913	nil	nil	nil	nil
2	Percentage of indigent households with access to basic electricity services	120	5000	509	0	0
3	Percentage of indigent households with access to free alternative energy sources	Nil	Nil	Nil	Nil	Nil

2.2.4 Major challenges in electricity services and remedial actions

In Port Alfred there are still numerous medium voltage feeders which were laid many years ago. These have now become inadequate to carry the required increasing load. This requires upgrading. The problem is not purely an overload one, but it also prevents safe management practice.

Due to a lack of funds we have not been able to upgrade these cables, which are now practically redundant. Alexandria is also at the stage where all MV cabling needs upgrading. Although the expansion of the town is not excessive, this should be considered in the near future. Funding should be prioritized to cater for the increasing loads.

2.3 Sanitation

2.3.1 Sanitation services delivery strategy and main role-players

Ndlambe Municipality operates and maintains all sewerage systems within both Water Services Authority and Water Services Provider functions. Water-borne sewerage is available to the majority of households.

There are five (5) waste water treatment works being fed from water-borne sewerage systems which service the following communities:

- 1 Wentzel Park, Alexandria and Kwanonqobela
- 2 Marselle and Harmony Park
- 3 Ekuphumleni
- 4 Port Alfred and Nemato
- 5 Nolukhanyo

The provision of sewerage services excluding reticulation infrastructure includes a large proportion of the households in Ndlambe. Water-borne sanitation services are not available to several communities, who rely on conservancy tanks and septic tank sewerage systems. Ndlambe provides the service for the removal of sewerage using a fleet of sanitation vacuum tankers. These vehicles and their operational staff are under continuous pressure to deliver services. Breakdowns, due to an aged fleet, create backlogs and a dissatisfied consumer base.

The following communities still rely on septic tank / soakaway systems or conservancy tanks:

- 1 Cannon Rocks
- 2 Boknes
- 3 Boesmansriviermond
- 4 Riversbend
- 5 Kenton-On-Sea
- 6 Seafeld
- 7 Bathurst
- 8 Port Alfred and Nelson Mandela Township

These households are serviced by a fleet of sanitation tankers, several of which are well beyond their expected operating lifespan. Financial constraints dictate that Ndlambe must make do with this fleet.

All municipal toilet facilities, change rooms and other ablution facilities not connected to water-borne sewerage pipes are serviced by this fleet. Blockages are also attended to, often resulting from the inappropriate utilisation of the service.

It is the objective of Council to achieve and sustain “Green Drop” status throughout all of Ndlambe. This is a compliance monitoring system which is managed and implemented by the Dept Water Affairs. This quality and service goal is being achieved by improving management performance, which should lead to acceptable discharge water quality.

Level and standards in sanitation services

The Ndlambe Municipality Council has determined that water-borne sewerage be the minimum level of service to the consumer base. This decision, although well intended, places tremendous strain on the available water resources. Leaking toilets have been identified as a leading reason for water loss. Astute management practice is being instilled within the unit responsible for operation and maintenance of these systems.

2.3.3 Annual performance as per key performance indicators in sanitation services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
1	Percentage of households with access to sanitation services	18913	9779	1200	1200	100%
2	Percentage of indigent households with access to free basic sanitation services	4551	5000	0	0	0
3	Percentage of clinics with access to sanitation services	8	0	0	0	0
4	Percentage of schools with access to sanitation services	18	0	0	0	0

2.3.2 Major challenges in sanitation services and remedial actions

Low-cost housing projects, as implemented by Dept Housing and Local Government, do not prioritise quality toilet systems within the allocated grants. These systems are prone to malfunctions and result in leaks and water wastage. This problem is being attended to within water conservation projects but is a frustration to this Water Services Authority.

Household not fortunate to have access to water-borne sanitation are required to have either septic tanks or conservancy tanks. The latter requires servicing by the municipality, using a fleet of sanitation tankers. This fleet is compromised due to replacement costs being too high for Council to afford, within available funds. Grant funding channels do not allow for the purchase of vehicles.

2.4 Road maintenance

2.4.1 Road maintenance services delivery strategy and main role-players

The condition of the road network in Ndlambe is generally poor due to the lack of inadequate or non-existing storm water control, lack of adequate plant and restricted financial resources. A general shortage of maintenance staff, necessary to maintain in excess of 280km of surfaced and gravel roads, is a continual challenge. The table below indicates the extent of the road network in the various towns within Ndlambe.

In 2004 Ndlambe received a grant from the DBSA and commissioned Consulting Engineers, Stewart Scot Inc. to prepare a Roads Management Programme. The report indicates an amount in excess of R 400 million for capital investment in order to repair/reconstruct the existing surfaced road network and an amount of approximately R10 million per annum for maintenance. With an annual capital budget of just over R 3 million and a maintenance budget of R 2.8 million per annum the municipality is faced with a mammoth uphill task of maintaining the road network.

2.4.2 Level and standards in road maintenance services

The roads are in a poor state due to the fact that they were done years ago, lack of inadequate Plant and financial resources makes it very difficult for the municipality to upgrade the roads. The following table depicts the current level and standards of our road network

AREA	SURFACED (m)	GRAVEL (m)
Port Alfred & Nemato	78623	56297
Alexandria, Wentzel Park	19321	22704

& Kwanonqubela		
Cannon Rocks	5220	7675
Boknesstrand	10177	3072
Boesmansriviermond, Marselle & Harmony Park	21176	14365
Kenton-On-Sea & Ekuphumleni	41335	4552
Bathurst & Nolutkhanyo	10579	38835
Seafiel	9333	1140
TOTAL	168764	139640

2.4.3 Annual performance as per key performance indicators in road maintenance services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (Actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households without access to gravel or graded roads	15%	315km	1.5 km	0	0
2	Percentage of road infrastructure requiring upgrade	85%	315	1 km	0	0
3	Percentage of planned new road infrastructure actually constructed	0		0	0	0
4	Percentage of capital budget reserved for road upgrading and maintenance effectively used.	0		0	0	0

2.4.4 Major challenges in road maintenance services and remedial actions

Routine maintenance (day to day pothole repair, repair and unblocking of drains and blading of gravel roads) expenditure recommended by the 2004

Stewart Scott Inc. Road Management Programme for 2004/2005 was R 9.8 million. Escalating this by a conservative 7.5% per annum gives us a figure of R 13.8 for the current year in review. The actual expenditure was R 9.65 million, a shortfall of almost 30%. The periodic maintenance (resealing of surfaced roads and regravelling of gravel roads) is recommended to have been in the order of R 4 million for the current year in review and in the order of R 25 million to date since the recommended implementation of the road management programme. Due to budgetary constraints this scale of implementation has been impossible. The above figures would have been adequate just to maintain the status quo with regard to the condition of the road transportation network.

The capital expenditure recommended by the same Stewart Scott Inc. Road Management programme is R 24.2 Million for the year under review and to date it is recommended that R 74.21 million should have been invested in new and upgraded infrastructure by now. If we assume an average width of 6m for all roads then a replacement cost of R 2.5 million per km for surfaced roads and R 500 000 per km for gravel roads would not be unrealistic.

Based on these figures, our 172km of surfaced roads and 140km of gravel roads represent an asset on the ground with a replacement value in the order of R 500 million rand. Easily the single most valuable asset owned by the municipality. Given that the average design lifespan of a road is in the order of 10 – 25 years and given that this can be drawn out to 30 – 50 years with adequate and timeous remedial and maintenance actions, it is clear from the above that the single biggest challenge with regards to the road network is to secure adequate funding from internal or external sources. This will be to reverse the deterioration of the current network and embark on a realistic upgrading programme for the social and economic benefit of all residents and visitors.

2.5 Community protection services

2.5.1 An overview of the waste management section for the year:

The Foremen and Refuse workers attempt to remain positive whilst experiencing difficulties relating to stringent limited resources.

Problems have been experienced with regard to the number of vehicles available for use and further, that vehicles which go to the workshop remain there for a certain period, either due to lack of funding or overloaded mechanics. A good example of this is the many difficulties experienced with the D5 bulldozer this past year. Because many of the Refuse vehicles are also old, breakdowns occur frequently, causing further break in schedules. There is usually no additional funding to hire vehicles whilst the trucks are being repaired and certain areas of refuse removal therefore come to a standstill whilst this happens. During January 2010 the skip truck was out of action for a period of 3 months.

Further problems experienced by this Department included strike action problems relating to the strike action.

Whilst Sections in different parts of Ndlambe attempt to assist one another when the need arises, refuse generated is increased by Seasonal visitors. As Ndlambe is a popular tourist destination, this is a very real problem. There is lack of funding to hire additional staff and vehicles during a very busy period and this unfortunately is a continuous situation. There is a good relationship between the workers at Seafield and Port Alfred but complaints are often received from the residents of Seafield due to their skip bins being overfull. This is also often the case with Kenton-on-Sea.

The Senior Environmental Health Practitioner has initiated and been involved in a good number of clean-up campaigns involving student groups and/or casual workers. This has resulted in a very positive feedback being received from places such as Station Hill which has for a long time suffered with a littering problem. Another area which benefited greatly from one such campaign was Alexandria/Nonqubela. The Snr EHP initiated projects which included the implantation of the "TO ADOPT A STREET" project in Wards 1 and 7. Meetings were held with the communities and they were also educated on how to keep their communities clean and healthy.

These campaigns have a positive impact on the communities and will continue.

During the period November 2009 to January 2010, fifteen casuals were hired to assist in this regard. Twenty additional casuals also assisted with beach clean-ups.

In Port Alfred and Alexandria specifically, the problems experienced with a shortage of vehicles has resulted in the refuse collection schedules being changed somewhat. Certain businesses which would in the past receive this service bi-weekly were cut down to once a week, which is still in line with the Environmental By-Laws.

The Port Alfred and the Bushmans' River Mouth refuse sites are currently being upgraded by way of fencing. A tender process was initiated for this purpose and a recycling partnership was further entered into with Mr Mark Price. Further, an environmental levy was imposed to make an additional provision for refuse funding.

2.5.2 Disaster Risk Management

2.5.2.1 CAPACITY FOR DISASTER RISK MANAGEMENT

During the period under review Disaster Management continued to be involved with communities at risk and implemented programmes according to our business plan that is in line with the Disaster Management Act (Act No. 57 of 2002). Disaster Management initiated projects and programmes in anticipation of the Disaster Management Framework.

The operational function of Disaster Management has been fully funded by the Province and this ensured that substantial progress could be made in terms of establishing Disaster Management structures throughout our area of responsibility. Ndlambe Local municipality responded in a very positive manner following awareness strategies by disaster management in terms of the requirements of the Disaster Management Act.

Through the setting up of disaster management structures such as the Municipal Disaster Management Advisory Forum the participation of all possible role-players have been ensured. Ndlambe Local municipality is involved on a high level in these structures with either councilors or departmental directors chairing the Disaster Management Advisory forums (DMAF's). The benefits of multi-disciplinary participation on these structures are already being seen.

The Disaster Management Advisory forum for Ndlambe Municipality was re-established. The forum is chaired by portfolio councilor Swanepoel. The Forum is established so that it can advice council on all matters relating to disaster Management. The forum is to take place quarterly. Two meetings were held of the Disaster Management Advisory forum. The intention is to establish task teams that would look into the disaster management plan for the municipality.

2.5.2.2 DISASTER RISK ASSESSMENT

Disaster Management Contingency Plans were drafted in anticipation of the requirements of the Disaster Management Act. These plans will form a core component of the Integrated Development Plan of the municipality. They also spell out all the key role player's functions when a disaster strikes. The District Municipality has conducted a risk assessment for the area and Ndlambe Municipality has been identified as very prone to:

- Veld Fires
- Floods
- Accidents
- Epidemics and
- Tidal Surge

2.5.2.3 DISASTER RISK REDUCTION

Contingency plans were drawn in order to address all risks identified in terms of KPA2. Contingency plans for risks identified have been drawn and was submitted to the Advisory forum for finality. The forum has indeed make amendments and additions to the plans and the plans are in their final stage.

The District Municipality made use of Disaster Management Volunteers to clean all the fire hydrants in the area of Ndlambe. This project has since been complete and a formal report is to be submitted to the local municipality.

Disaster Management volunteers in the Boesmans and Marsell areas were trained on fire fighting by the district municipality. The purpose of training these volunteers is to prepare them for incidents were they will be the first responders.

2.5.2.4 RESPONSE AND RECOVERY

There were no major incidents reported for the year under review.

2.5.3 Environmental Conservation:

Synopsis

This section's Mission is the: "Protection, preservation and sustainable utilization of fauna; flora and our natural resources to benefit present and future generations"

2.5.3.1 BLUE FLAG BEACH MANAGEMENT

Kelly's & Kariega & Boknes Blue Flag Beaches:

STAFF

- The position of the Senior Conservation Officer was filled in July 2009. His portfolio covered Blue Flag beaches and Nature Reserves.
- One permanent staff member in that of a Blue Flag beach attendant.

REHABILITATION KELLY'S

- Continuous maintenance work was done with relation to the rehabilitation of Kelly's beach after 3 severe storms caused damage to infrastructure at Kariega.
- Early in December 2009, 200 Geo-container bags (2,5 x 1,5m) was placed in front of Kelly's beach embankment.



Upgrade Kariega & Boknes

- In October 2009 ECDC transferred the remaining funds of the Rehabilitation into Ndlambe municipality account.
- In October 2009 the MEC Economic Development and Environment approve the savings of the Rehabilitation fund to be used to upgrade Boknes and Kariega Main beach to full Blue Flag status.
- Ndlambe municipality was awarded at the National Blue Flag launch in Muizenberg, Cape Town, three (3) full status Blue Flag beaches and one (1) Pilot status beach.



Minister of Tourism awarded 3 Blue Flags to Ndlambe municipality

- On 1 November 2009 Ndlambe waved the 5th season Blue Flag at Kelly's beach (start of season). The season for Kelly's was from 1 November 2009 till 30 April 2010.
- During the month of November 2009 a new ablution facility, access ramp for disabled and first aid room were constructed at Kariega Main Beach and the Boknes ablution facility was upgraded.
- On 1 December 2009 Boknes beach hoisted their Blue Flag. The season being from 1 December 2009 till 31 January 2010.
- On 1 December 2009 Kariega Main beach also hoisted their Blue Flag. The season being from 1 December 2009 till 30 April 2010.
- Kariega New Ablution facility with First Aid / Environmental Education Centre



- This meant that Ndlambe municipality obtained full Blue Flag status for 3 beaches out of 29 full status beaches in the whole of South Africa.
- All 3 beaches ablution facilities cater for the disabled, and the facilities was maintained 7 days a week. At Kelly's beach a permanent Blue Flag attendant manned the facility, where in Boknes we made use of a contract cleaner for the 2 months.
- All 3 beaches passed 2 announced and 2 unannounced inspections by the Eastern Cape Provincial Coordinator for Blue Flag SA.
- In Kariega a partnership was entered into with Coastcare whereby a team was allocated to the Blue Flag beach. Two dedicated Coastcare team members manned the ablution facility on a 7 day a week basis.

Blue Flag Lifeguards

- Contractual lifeguards were appointed for the duration of the Kelly's season. They are from the Port St Johns area and they have been with us for 2 seasons.
- In honoring the Wild Coast Guards contract, the Wild Coast Guards rendered the Lifeguard services at Kariega and Boknes up until 6 January 2010. The remaining period, we appointed 4 qualified lifeguards on a contract basis.

Water Sampling

- Water samples were taken on a 2 weekly basis throughout the duration of the season and 95% of all samples taken was far below the minimum requirements for Ecoli and Streptococci as per Blue Flag standards.

Soccer World Cup

- Ndlambe municipality was awarded 2 of 11 beaches in South Africa to fly the Blue Flag during the Soccer World Cup 2010 period, namely that of Kelly's and Kariega Main Beach. All facilities and services are rendered as per season.

Coastcare Team

- DEAT approved a R10 million Coastcare programme over 3 years ending March 2011, shared between Ndlambe municipality and Ngwusha municipality.
- 45 team members appointed but by end of June 2009 team member numbers reduced as manpower days are being reached. Teams operate between Port Alfred and Kenton on Sea.



- A Coastcare team in Port Alfred and Kenton-on-Sea, managed by MBB Consortium has done a sterling job in the area, and our department work closely with them.

New Years Day Clean-Up

- A very successful New Year's campaign took place at Kariega Main beach, in partnership with Coastcare; Kenton Ratepayers Association; Beach Buddies, with reference to bottles and litter on the beaches.



Festive Season Lifeguards

- For a 3rd year running the standard of Lifeguard Services over the December / January period by the Service Provider were not up to standard. Lifeguards do duty at the following beaches:
 - Fish River beach
 - Kleinemonde beach
 - East Beach
 - West Beach
 - Boesmans river beach
 - Cannon Rocks beach

2.5.3.2 REHABILITATION OF KOWIE WEST PIER

- In July 2009 construction started on the repair to the Kowie West Pier, to repair the whole in the Pier.
- Guineri Marine Services was awarded the tender at an amount of R1,2 million that was received by DEDEA as part of the Environmental EPWP programme. An additional R200 000 was committed in terms of the Kelly's rehabilitation fund to complete work after additional damage was identified.
- Construction started, making use of local labour and following EPWP guidelines.
- A Project Steering Committee was established and chaired by the Community Protection Services Directorate.
- The work was completed in mid November 2009, with the following areas covered:
 - Repair hole in pier
 - Stabilizing the southwestern section of pier
 - Construction of 50+ dollos blocks

2.5.3.2 ENVIRONMENTAL COMPLIANCE

Staff

- In August 2009 our new Environmental Law Officer was appointed after the position being vacant for 18 months.
- A Honorary River Control Officer was appointed to assist with random boat patrols over the season for the Kowie river.
- Problems encountered with the River Control Officer for Kenton / Boesmans.

Boat Agencies

- The Small Boat Harbour company and Boesmans Kariega Estuary Care were the 2 Boat registration Agencies that sold boat licenses to boat users on the rivers in Ndlambe.
- Total number of boat licences sold to date for the 2009/2010 season are as follows:

Agencies	Nr Licenses
Port Alfred Small Boat Harbour	
Boesmans Kariega Estuary Care	844

- Total monies received through boat licenses sold are:

Horse Power Levy	R489 503.92
River usage fees	R110 539.40

Compliance

- All cutting down of Protected trees ie White Milkwood and permits for being in possession of cycads are referred to the relevant departments.
- We are in a process to re-design the old navigational markers for all the rivers in Ndlambe. In May 2010 our official and members of BKEC conducted a survey on both the Boesmans and Kariega rivers.
- Three staff members obtained their Category R Skippers License in October 2009 after successfully completing the said course



- Abalone poaching was limited throughout this period.
- Our officials worked closely with various joint operations on an ad hoc basis with Marine and Coastal Management, Ndlambe Traffic Department and SAPS.

- Patrols were carried out on rivers, beach patrols and foot patrols, a breakdown follows below:

Area of operation	Nr of Patrols
Round Hill Nature Reserve	14
Kap River Nature Reserve	10
Fish River Nature Reserve	23
Fish River	8
Kowie River	26
Kariega River	16
Boesmans River & Beach	15
Joan Muirhead Nature Reserve	6
Eric Putney Section	8
Boknes and Cannon Rocks	3
East Beach to Fish	6

- Kap Reserve is patrolled on a daily basis by the Rangers and a total of 10 night patrols and operations were carried out due to the increase of illegal poaching over summer periods.
- Patrols on the Boesmans and Kariega Rivers, Erica Pudney and Joan Muirhead Nature reserve were limited due to the River Control officer not available for duties.
- Patrols as listed above incorporate Boat, vehicle (4x4) and foot patrols by all staff members
- Daily beach inspections were carried out over the Blue Flag season periods on the 3 Blue Flag beaches.

Events

- Ndlambe Compliance Unit actively partake in events on the Kowie and other rivers, by conducting patrols and boating control:
 - Border Canoe Race – Kowie (August)
 - University Boat race – Kowie (September)
 - SA School Boat Race – Kowie (December)
 - Kenton Xtreme – Kariega (May)

Boat Launch Sites

- Ndlambe still have the following boat launch sites in terms of the ORV regulations, throughout the region:

Fish River (estuary only)	Kleinemonde West (estuary only)	Kleinemonde Penninsula (Sea Only)	Port Alfred Small Boat Harbor (estuary and sea)
PA Ski Boat Club (estuary only)	Conservation office (estuary only)	Riverside drive (estuary only)	Kariega river (estuary only)
Middle beach; Kenton (Sea Only)	Boesmans river (estuary only)	Kenton Marina (estuary only)	Boknes (Sea Only)

2.5.3.3 NATURE RESERVE MANAGEMENT

- The Beach and Reserve Manager is in the process of compiling a Strategic Plan for the Nature Reserves namely:
 - Kap River reserve
 - Great Fish River Nature Reserve
 - Roundhill Oribi Reserve
 - Ghiyo Wetland Reserve
- Facilities that generate income at the Kap River Reserve. Up to May 2010 an amount of R57 548.22. These facilities are:
 - Guest Lodge
 - Fig tree campsite
 - Canoe trail
 - Hiking trail
 - Fisherman Cottage
 - Fish River camping ground
- A Ranger team consisting of 5 members was established in November 2009. They have been chosen from the MBB Coastcare team and are being paid by the service provider. Their operational focus are:

- Access control
- Alien invasive plant removal
- Hiking trail maintenance – this team cleared and re-routed the Kap river trail and are maintaining it.
- General routine work at reserve
- From 15 December up until 2 January 2010 4 temporary employees were appointed to issue camping permits at the Great Fish River Wetland Reserve. They were on duty from 05h00 – 19h00.
- Educational groups visited the reserve throughout the period using the Kap River and its facilities to understand the biodiversity and sustainable utilisation of wildlife.



- Regular game counts are carried out at both the Kap River and Roundhill nature reserves. Latest game count figures are listed below:

Results of Kap River count.

<u>Kap River</u>	
Blesbok	2
Bushbuck	9
Common Duiker	6
Giraffe	3
Hartebeest	14
Impala	98
Reedbuck	13
Vervet monkey	53
Warthog	30
Zebra	52

Results of Roundhill count.

<u>Roundhill</u>	
Bontebok	32
Bushbuck	0
Impala	2
Oribi	0
Springbok	20
Zebra	40

2.5.4 Environmental Health Services:

2.5.4.1 INSPECTIONS

Inspection of food premises

360 (Three hundred and sixty) inspections were carried out at food premises during this period under review. These inspection were done at butcheries , general dealers, restaurant,take aways,supermarkets ,accommodation establishments and manufactures . During this period 280 follow-up inspections were done at these food premises.

Foodstuffs Condemnation

Approximately 476 kg of dry products were condemned in ndlambe area, 4000ml of dairy products and 139l of dairy products in the township areas. The foodstuffs were unfit for human consumption and had expired.

Health education

8 Video sessions were done at different food premises in the Ndlambe area. These session included business owners and stuff.The focus area for environmental Health Practiioner are: Basic food hygiene,pest control,storage and personal Hygiene.



Dairy Farms

58 dairy farms were inspected. Dairy suppliers in the Ndlambe area are Clover, Parmalat and Woodlands.38 dairy farms have certificates of acceptability and 20 dairy farms got provincial certificates.

Day Care Centres.

Fifty four (54) day care centres were inspected during this period recommendation were done and health reports were forwarded to the social development office in Grahamstown.

Funeral Parlour

Six (6) funeral Parlours were inspected including two Governmental mortuaries (PA Hospital & Marjorie Parish Hospital). These inspections were done to ensure

compliance with relevant applicable legislation including the Regulation Relating to Funeral Undertakers.

Exhumations

Four (4) bodies were exhumed and re-interred during this period. This operation is carried out by authorized undertakers on behalf of the family. All attempts are made to ensure the operation is done in the presence of an environmental health practitioner and health legislation are strictly adhered to.

Water / Sewerage Analysis

As part of our (potable) water and food monitoring programme, 240 water samples were taken through the Ndlambe Municipality area for bacteriological analysis. Thirty (30) full SANA 242 chemical analysis were done.

All sewerage plants are being sampled in order to determine if they are complying with the national limitations that are set.

2.5.4.2 ENVIRONMENTAL HEALTH RELATED COMPLAINTS.

Approximately total of (167) environmental health complaints were attended and are as follows.

Nature of Complaint	Area	No. Comp	NO. of notices	No. Complying
Pigs complaint	Ndlambe	84	60	25
Sewerage Complaint	Ndlambe	60	40	14
Overgrown Plots	Ndlambe	71	64	30
Illegal dumping(waste management)	Ndlambe	72	8	Most has being cleared by the municipality
Noise Pollution	Ndlambe	4	none	4
Food related complaints	Ndlambe	1	none	1

2.5.4.3 ENVIRONMENTAL HEALTH RELATED PROJECTS.

Four projects are being implemented in the ndlambe area two adopted –a street project in ward 1&7.



Meetings were held with the community, educate them how to keep their communities clean and healthy.

Pictures:

One sanitation project in Ward 3 (Marsell) with the Nompucuko High School Ward 4 Anti-littering project.



Building Plans

Approximately 107 building plans were scrutinize and recommended for approval.

Challenges

- Only one EHP for the whole area of Ndlambe for the nine months
- Snr EHP being operational most of the time.
- One vehicle for the whole area
- Business being as residential areas (Somali spaza shop)
- No list of guilt of offences for EHP's
- Format of line listing from the hospital(diarrhoea cases)
- None operational meetings of outbreak response committee Port Alfred.
- Pigs in residential areas.
- Businesses operating in RDP houses (town planning scheme).



2.5.5 Fire and Emergency Services

2.5.5.1 INCIDENCE STATISTICS:

There was a decrease of a 125 incidence in comparison with 2008/2009 financial year and 2009/2010 financial year a total percentage of 34% reduction of incidence:

TYPE OF INCIDENT	TOTAL FOR 2009/2010	2008/2009
Industrial	None	02
Stores / warehouses	None	None
School	None	None
Informal structures	26	36
Formal structures	17	06
Buildings	03	None
Complex/ Flats	None	None

Transport	05	05
Grass, bush, rubbish	70	100
Special services	27	72
Rescues	80	135
Caravans	None	None
False alarms	11	08
Total	239 incidences	364 incidences

2.5.5.2 FIRE PREVENTION:

Purpose:

Fire prevention is to prevent, eliminate and/or reduce hazards that contribute to the occurrence and spread of fire and other hazardous incidence.

Fire prevention is one of the important core functions of a Fire Services,

Advantages:

Fire prevention reduced overtime, vehicle wear & tear, unnecessary accidents whilst responding, Lose of lives and destruction of property.

TYPE OF SERVICE	2009/2010	2008/2009
Fire Safety Inspections	110	120
Re-inspection	None	100
Fire investigation	None	None
Consultation	245	78
Plans approved	382.0	671
Fire hydrant inspections	350.0	566
Control fire inspections	20.0	12
Overgrown plots	40.0	20
Total	1147.0	1567.0

2.5.5.3 TRAINING:

The minimum requirement training for a firefighter per month is 20 hours.

Training is essential but due to a shortage of staff the commander cannot conduct specialize training which need more than one person to carry equipment.

Staff Training:

ACTIVITIES	HOURS FOR 09/10	MANHOURS FOR 09/10
Theoretical	300 hours	18.75 m.h
Practical	700 hours	43.75 m.h
Total	1000.0 hours	62.5 m.h

Public Training:

ACTIVITIES	HOURS FOR 09/10	MANHOURS FOR 09/10
Theoretical	24.0	4.0 m.h
Practical	36.0	6.0 m.h
Total	60.0	10.0 m.h

Public Attending Training:

ACTIVITIES	TOTAL FOR 09/10	ADULTS	CHILDREN
Theoretical	77.0	15.0	62.0
Practical	77.0	15.0	62.0
Total	144.0	30.0	124.0

2.5.5.4 COURSES AND STATION VISITS:

TYPE OF COURSES	NUMBER ATTENDED	WHERE GIVEN
Fire awareness training	Soccer tournament (500)	Firefighters
Training regarding use and handling of fire extinguishers	100	Firefighters
Fire Fighter one	4	Rural Metro
Fire Fighter two	None	
Officer One	None	
Fire Management	None	
Fire Safety/Prevention	None	
Hazmat Awareness	4	Rural Metro
Hazmat Practical	None	
First Aid level 3	4	Rural Metro
Computer Course	4	Rural Metro
MIS in Service training	8	TGIS Planet

2.5.5.5 MEETINGS ATTENDED:

TYPE OF MEETINGS	TOTAL FOR 2010
Shift leaders meeting	4
Station meeting	2
SAESI meeting	None
IMC meeting	None
Disaster meeting	1
Bush clearing meeting	None
Imatu meeting	None

Fire Protection Association meeting	2
Training meeting Markhman	None
Events meeting for season	2
Fire Service Coordinating meeting	4
Caps report meeting	None
SAPS Cluster meeting	2
Risk meeting	
Meeting with Director (Management)	1
Meeting with HR	None
Meeting attorney	None
TOTAL	18.0

2.5.5.6 DEATHS:

NUMBER OF DEATH & INJURIES	@ FIRE	@ RESCUES
Death	None	09
Injuries	None	91
TOTAL	None	100.0

2.5.5.7 KILOMETRES TRAVELLED:

KILOMETRES TRAVELLED	
EMERGENCY CALLS	17 000.00
FIRE PREVENTION	500.00
GENERAL	6 000.00
PUBLIC TRAINING	5 00.00
TOTAL	24 00.00 km

2.5.5.8 FIRE DEPARTMENT OPERATIONAL AND ADMINISTRATIVE CHALLENGES

Staff matters	Challenges	Expected outcome/time frame/Assistance Required
1. FIRE PREVENTION	<ul style="list-style-type: none"> • Issuing of Charges • Issuing of Admission of guilty fines • Risk Assessments • Fire Safety inspections • Fire Safety Lectures • Fire investigation <p>Fire Hydrants : Cleaning Flushing Painting Marking</p>	That a fire prevention officer be appointed. More firefighters to be appointed to assist with the day to day work.
2. FIRE FIGHTING	Bush fires, Informal and Formal Dwellings, Accidents And other emergencies.	We need personnel to assist we are beyond Shelton staff
3. OPERATIONAL	Daily Routines and daily work.	Some of the daily routines cannot be conducted due to shortage of staff. One incident hampers the whole days work.
4. TRAINING COURSES	<p>Hazmat Awareness Hazmat Operational Fire investigation Fire services instructed Advance B.A.Course Firefighter One Firefighter Two First Aid Level 3 Officers Course</p>	Only 4 Firefighters received formal training during the last 8 years.

Vehicles	Challenges	Expected outcome/time frame/Assistance Required
5 x vehicles out of commission for more than one to two years	<p>Our workshop is not able to attend to our problems immediately due to their staff shortage.</p> <p>A (4x2) vehicle was converted into a rescue vehicle which was a skid unit. There are no vehicles at Alexandria, Bushmans and Bathurst.</p>	<p>That all fire vehicles be attended immediately when broken.</p> <p>We required urgently these vehicles as indicated below: 4 x (4x4) 1 x Major Pump 2 x Water tankers 2 x Rescue vehicles Needed</p> <p>*There is no vehicle replacement policy due to the existing old fleet that was supposed to be replaced.</p>

Staff on Sick Leave & Leave

	<u>SICK LEAVE</u>	<u>LEAVE:</u>
Adlem.P.E	8	4
Baatjies.E.D	2	15
Fani.F	4	01
Hoyi.P	53	13
Jack.B.J	NONE	08
Magobiyane.Y	NONE	12
Mbeda.L	06	24
Mdokwana.M	08	05
Naude.A	02	22
Ngontsi.E	NONE	24
Peter.S.C.	NONE	04
Peter.V.	06	19
Same.D	09	13
TOTAL	98	164

Budget Implementation 2009/2010

	Total	Expenditure to date
Operating budget		
<u>Capital budget for Fire Service: Items:</u>	R2000-00 (two thousand rand)	Money was too little to be used. Transferred to Environmental Health Section

2.5.6 Primary Health Care.

Ndlambe municipality is responsible for 5 of the fixed clinics in the ndlambe area. These clinics are: PAL1, PAL2, in Nemato, Station hill clinic in Station Hill, Town clinic in the CBD area of Port Alfred and Wenzel Park clinic in Alexandria.

2.5.6.1 PRIMARY HEALTH CARE INDICATORS

For these clinics from July 2009- June 2010 are;

CHILDREN UNDER 5YRS	5YRS AND OLDER	TOTAL
186691	42569	229260

2.5.6.2 IMMUNISATION:

The Department of health has conducted a immunisation campaign for all children 15yrs and younger. All children were immunised against: POLIO. MEASLES, VITAMIN A, MEBENDAZOLE (Treatment against worm infestation). There were 2

rounds which lasted for 3 weeks. First started on the 12th April 2010. The second started on 31st May 2010.

2.5.6.3 INTERGRATED NUTRITIONAL PROGRAMME

This programme was challenged severely during this year. The Department of health only supplied clinics with formula for the period of July 2009 - October 2009. No nutritional supplements were received throughout this year. The integrated nutrition programme is supporting the undernourished and HIV exposed babies' children and sick undernourished adults in our community.

Hiv/Aids Programme

This programme is still running well at all clinics except at Wenzel Park clinic. The professional nurses are not yet managing clients on ARV'S, they prepare them and refer them to Port Alfred Hospital ARV Site who manages their clients, while staff are being trained and supported.

The Department of Health is in a process of accrediting primary health care clinics to initiate their clients on ARV'S at the clinics. All ARV'S are still initiated at the Port Alfred ARV Site until client's are stabilised, then they refer them back to the clinic nearest to where they live. PAL1 was indicated as one of the first clinic of Ndlambe that will begin with the nurse initiating ARV'S, one professional nurse went on training. The nurses will undergo training in initiation of the drugs and will be supported by medical officers that are working for AFRICARE (NGO CURRENTLY SUPPORTING DEPT. OF HEALTH WITH HIV AND TUBERCULOSIS PROGRAMMES). The department of health have implemented new guidelines on an expanded roll-out of ARV'S from April 2010. This approach is implemented to improve the quality of life of the HIV infected person and also to prolong life.

Arv Indicators For July 2009-June 2010

CLIENTS ON ARV'S IN JULY 2009	CLIENTS INITIATED ON ARV'S JULY 2009-JUNE 2010	TOTAL AMOUNT ON ARV'S IN JUNE 2010.
188	131	

HCT Campaign

South Africa has started a HIV counselling and testing campaign on the 15th April 2010 which will last until end June 2011. This is a new approach of HIV testing. The old way was that the client was responsible to initiate HIV, testing (voluntary counselling and testing) now we have included the provider to initiate the HIV counselling and testing (health staff asking the community to be counselled and to test for HIV).

The Objectives Of HCT Is:

- To reduce 50% of HIV prevalence in the South Africa.
- To treat 80% of all HIV infected people, who are eligible, with Antiretroviral Treatment.
- To perform male medical circumcisions to prevent the risk of infection in males.
- To create a future generation free from HIV infection.

The HCT campaign is a mass campaign which also includes mass screening for tuberculosis. All sectors of the communities are involved in this campaign. It started with a national HCT launch on the 15th April which was followed by Provincial Launches. The Eastern Cape provincial launch was hosted in Oliver Tambo District. Cacadu district HCT Launch was held in Port Alfred on the 8th June.

TB Programme**TB Indicators For: July2009-June2010.**

Total Tb Suspected Cases Jul2009-201-	Total Tb Suspects Tested Positive For Tb
966	138

Total Amount Of Patients Started On TB Treatment: 104

STREPTOMYCIN SHEDULELE; All re-treatment tuberculosis was changed from a 5 day to a 7 day schedule, which we implemented in 2009 and still ongoing MDR (multi-drug resistant) and XDR (extreme drug resistant) tuberculosis is on the rise in our communities. There is only one hospital in this area, José Pearson Hospital, situated in Port Elizabeth who is accredited by the Department of Health to treat these kinds of tuberculoses. This hospital is overcrowded and it is very difficult to get a bed for these patients.

Total amount of MDR; JUL2009-JUN 2010	Total amount of XDR: JUL. 2009-JUN.2010.
1	2

2.5.6.4 CHALLENGES FACED IN PRIMARY HEALTH CLINICS

- High turnover of professional nurses.
- Professional nurses currently working in the clinics are mostly community service nurses, newly trained nurses with no primary health care experience 3retired nurses, this affects the standard of care rendered at our local clinics.
- THE CURRENT STAFFING SITUATION: No Senior professional Nurse, Acting SPN employed by the Department of health,

STAFF CATOGORY	NUMBER	EMPLOYER
PROFESSIONAL NURSES	8	NLAMBE MUNICIPALITY
	4	DET. OF HEALTH
	1	AFRICARE(NGO)_

Auxillary Staff

SAFF CATOGORY	NUMBER	EMPLOYER
ENROLLED NURSE	1	AFRICARE(NGO)
COMMUNITY SERVICE NURSES	2	DEPARTMENT OF HEALTH

- MEDICATION, was ordered on time but not received as ordered from the medication deport in Port Elizabeth. This led to a situation where clinics were lending each other medication and times where medication, mostly chronic care, was out of stock.
- DELEPATATED BUILDINGS, Due to budget constraints repairs could only be done to PAL2. All other clinics are in dire need of repairs. Station hill clinic and Wenzel Park clinic structures do not even meet the infrastructure of a primary health care clinic, leading to no privacy of patients and no confidentiality.

- CLINIC COMMITTEES, The Department of Health proposed new structures for clinic committee; the Eastern cape department of health approved the news structures in May 2009. We are currently in the process of initiating these new clinic committees for our clinics.

2.5.7 Traffic

The purpose of the annual report is:

- to provide a record of the activities of the municipality or entity;
- to provide a report on performance in service delivery and budget implementation; and
- to promote accountability to the local community.

2.5.7.1 TRAFFIC SERVICES STAFF COMPONENT

Administrative Duties

- Chief Traffic Officer (F Cannon)
- Snr Traffic Officer (B Jooman) – Driving License Examiner Driving Licenses test and issue
- Traffic Officer (FB Vulani– Driving License Examiner Driving Licenses test and issue
- Traffic Officer (K Seboni) – Driving License Examiner Driving Licenses test and issue
- Learner Licence Examiner (L Cannon) – Learner Licenses test and issue
- TCS Administrator (Y Louw) – Capturing of data relating to traffic offences
- Traffic Officer (J Gerber) – Supervisory and planning
- Senior MVRA Clerk (P Jauka) – Motor vehicle Licensing & Registration
- MVRA Clerk (S Mgudwa) – Motor vehicle Licensing & Registration
- DLTC Clerk (M Ndinisa) – Driving/Learner License applications
- Filing Clerk (D Matenjwa) – Filing duties at DLTC

Operational Duties

- Traffic Officer (B Mjingwana)
- Traffic Officer (ME Skade)
- Traffic Officer (T Mamani)
- Traffic Officer (J Mase)
- Traffic Officer (Makalima)

Technical Duties

- Road painter (MS Bete)
- Road painter t (B Mayinje)
- Road painter (ZM Qozi)

2.5.7.3 MOTOR VEHICLE ACCIDENTS AND INJURIES:

TYPE OF INCIDENTS	AREA OF INCIDENTS						
	Kleinemonde	Port Alfred	Bathurst	KOS	Bushmans	Boknes & Cannon rocks	Alexandria
Motor Accidents	3	84	17	12	3	3	15
TOTAL	3	84	17	12	3	3	15

INJURIES	
VEHICLE ACCIDENTS	117

FATALITIES	
VEHICLE ACCIDENTS	06

2.5.7.4 LAW ENFORCEMENT:

LAW ENFORCEMENT		
NOTICES ISSUED	VALUE	1 064 250
NOTICES PAID	VALUE	216 425
NOTICES WARRANTS	VALUE	405 525
WARRANTS OF ARRESTS PAID	VALUE	189 650
DRIVING AND LEARNER LICENSES	VALUE	1 508 172

There are only four traffic officers that are constantly doing traffic law enforcement in the entire Ndlambe Municipal area. The working hours of these officers are from 07h30 to 16h30 with a one hour lunch break during the week. These officers also perform numerous other duties like attending to accidents, directing traffic at other emergencies that might incur.

There is also a transport issue that makes it very difficult for these traffic officers to perform their duties as required and expected from them. Out of the four traffic officers that perform traffic law enforcement duties, there is one female that has now fallen pregnant and thus cannot perform her duties as required and have to be given office duties.

Summonses for traffic offences have been issued to the value of R1 064 250.

Summonses paid by offenders to the value of R216 425.

Warrants of arrest were served to the value of R189 650.

Fees collected by operational section R406 575.

As can be seen on the figures above only 28% of fines issued are paid which contributed to 21% of the fees collected for the 2009/2010 financial year for law enforcement.

According to the figures in the above table, it can be seen that the most income for law enforcement are mostly generated from driving and learner licenses.

A total of R1 508 172 was collected through learner and driving licenses for the 2009/2010 financial year. As reflected the learner and driving licences contributed to 79% of the income collected by law enforcement.

The Motor Vehicle Licensing and Registration collected R 1 807 409.00 for the 2009/2010 financial year. The projected budget of R 1 038 193 has been exceeded by R 769 216.

2.5.7.5 MOTOR VEHICLE LICENSING AND REGISTRATION:

MOTOR VEHICLE LICENSING AND REGISTRATION		
FEES COLLECTED 2009/2010	VALUE	1 807 409
REFLECTED INCOME 2009/2010	VALUE	1 038 193

2.5.7.6 CHALLENGES AND RECOMMENDATIONS

The traffic services provide services to the public relating to the following;

- Traffic Law Enforcement (Operational)
There are a total of five traffic officer who have to serve the whole of Ndlambe Municipal jurisdiction. However there are only two functional three fully functional patrol vehicles which must also be used for admin staff to perform duties. There for it becomes nearly impossible to perform or deliver services as required to the community.

Besides issuing summonses to traffic offenders, these officers also attend to other complaints. Due to the lack of resources it has become virtually impossible to attend to roaming cattle on our roads. They also attend to motor vehicle accidents and assist local SAPS with crime prevention.

Then there is the educational side of road traffic safety which is another responsibility of the traffic services. Several schools have been visited by the traffic section where traffic safety issues and awareness programs were introduced. Two traffic members each sponsored one child in order to do a learner license test. Members of the traffic services also assisted with the Driver of The Year (Heavy Vehicles) competition that took place at the Civic Centre on Saturday, 5 June 2010.

- There were several events that took place within the Ndlambe area of which the traffic officers had to render services;
 - Washie marathon that took place from Port Alfred to East London (July 2009).
 - Midnight motorcycle gathering that takes place annually at Bathurst (Aug 2009).
 - Sunshine motorcycle gathering that takes place in Port Alfred (Sept 2009).
 - Annual student boat races on the Kowie River (Sept 2009).
 - Kenton music festival that takes place annually at Kenton-on-Sea (Dec/Jan 2009/10).
 - Kenton Extreme Iron Man event (May 2010).
 - Annual International Surfing competition in Port Alfred at West Beach (May 2010).
- The traffic services provide services for Motor Vehicle and Licensing;
 - Due to staff shortage one of the two ENaTIS clerks had to be used at Alexandria to render services there. (Mrs.JJ Human went on pension in Feb 2010).
 - At Alexandria traffic department the senior traffic officer (B Jooman) had to perform examiners duties due to the illness of Mr. Seboni.

- Then there was the problems that have been experienced with the ENaTIS system that gone off line on several occasion causing the none-rendering of service.
 - At Port Alfred traffic department the same problems relating to the ENaTIS was experienced.
 - Due to the shortage of staff at the traffic department (Alexandria and Port Alfred) and staff going off sick, services could not be rendered as required from the motor vehicle and licensing section.
 - The signing of the MVRA Agreement between Ndlambe Municipality and the Provincial Authority has been delayed due to problems discovered by our legal advisors.
 - During May 2010 the Department of Transport seized the issuing of “face value” documents causing that the MVRA ran short of these documents. Due to budget constrains these documents were not possible to obtain during this period. However provisions have been made for this in the 2010/2011 budget.
- The traffic services provide services for Learner and Driving License testing;
 - Due to Mrs. JJ Human going on pension at the end of Jan 2010 and Mr. B Jooman having to do driving license tests and make appointments it was very difficult to render a smooth service to the public.
 - Due to difficulties experienced with the new “electronic booking system” for learner and driving licenses it was a huge challenge to render a effective service to the public relating to appointments and driving license testing at Alexandria.
 - Due to only one ENaTIS terminal at Alexandria traffic department it also contributed to long que of people.
 - The traffic services provide services on the technical side (Road markings and Traffic signage);
 - There are three members that do the maintenance and repairing of road traffic signage and markings throughout the entire Ndlambe Municipal area. However this section has been without a vehicle for the last year due to the old vehicle been boarded. A vehicle was requested on the 2008/2009 and 2009/2010 budget but was not approved. This making it very difficult to render the services effectively.

Recommendatinons

- Shortage of vehicles
 - The Department is currently looking at other avenues in order to overcome this constrain that we are experienced. There are options that we are evaluating like lease vehicles. Currently this is been investigated in order to establish if it could be viable and sustainable.
- Shortage of staff
 - The Department managed with the approval of Council to split the post of Mrs. JJ Human that had gone on pension at the Alexandria traffic department. Mrs. JJ Human performed the tasks of a DLTC clerk and a MVRA clerk at the same time. However the splitting of the post has now provided for two persons that will be performing these duties individually.
 - One of the staff members at Alexandria has been transferred to the Port Alfred DLTC as a filing clerk. This person will be taking up the position from 1 July 2010. It will then assist with the work load that the clerks are currently experiencing.
- Equipment and training (ENaTIS)

- A motivation will be forwarded to the Department of Transport to assist us with an additional ENaTIS terminal at Alexandria which will assist in rendering a more effective service to the public.
- The Department of Transport undertook to provide training to ENaTIS users in order to overcome the current problems that are experienced on the “electronic booking” system for learner and driving license

2.6 Housing and town planning

2.6.1 Housing and town planning services delivery strategy and main role-players

The strategy in Town Planning is derived from the various Town Planning Scheme Regulations, municipal policies, guide plans like the SDF, Environment Management Framework (EMF), various pieces of legislation relating to land use management, etc.

- The major role players are the Architects who draw building plans, residents with their day-to-day enquiries, Regional and Town Planners and Estate Agents. The State Departments also have a consistent interaction with the Town Planning Section. The Municipalities role is also stipulated in the duties and functions of the Local Authority as found in the Municipal Systems Act, Municipal Structures Act and the Constitution. The Municipality also has a responsibility to conduct its affairs in accordance with the BATHOPELE Principles which can be translated as people first. The corollary of the above is the speedy processing of all the Land Use Planning Applications to avoid unnecessary and protracted litigation against the Municipality.
- To ensure the effective allocation of limited resources to a large pool of potential development interventions.
- To provide a formal and practical method of prioritising housing projects and obtaining political consensus for the implementation thereof
- To ensure more integrated development through bringing together the relevant cross-sectoral role players to co-ordinate their development interventions. Municipality, Department of Housing, NHBRC, Contractors, Councillors & the Community
- That the Communities are empowered to constructively engage with the Municipality in identifying and fulfilling their housing needs.
- To provide greater spatial linkages between the spatial development framework and the physical implementation of projects on the ground
- To ensure that there is a definite housing focus for the IDP

2.6.2 Level and standards in Housing and town planning services

The standards of Town Planning services are fairly high given the adverse conditions under which the Town Planning Sections operates. The regulations promulgated in terms of Section 47 of the Land Use Planning Ordinance stipulate time frames/efficiency within which land use application ought to be processed. Our Town Planning Section has not been found to be processing application in contravention of the regulations. The positive feedback that the Section receives is evidence of the above. The standards are evidenced by the number of resolutions of either council or Executive Committee which, in turn become the way of setting targets.

Levels and standards in Housing are derived from regulations that are promulgated in terms Housing Act and the principles of the Housing Code.

2.6.3 Annual performance as per key performance indicators in housing and town planning services

The municipality has no Performance Management System in place. It is still being formulated. There are no performance indicators as yet. The performance is being monitored on an ad hoc basis.

	Indicator name	Total number of household/ customers	Estimated backlogs	Target set for	Number of HH/ customers	Percentage of
1	Percentage of households living in informal settlements	18%	18%	8%	Nil	Nil
2	Percentage of informal settlements that have been provided with basic services	10%	8%	5%	Nil	Nil
3	Percentage of households in formal housing that conforms to the minimum building standards for residential houses	60%	40%	25%	Nil	Nil

2.6.4 Major challenges in housing and town planning services and remedial actions

- The major challenge is the existence of different Town Planning Scheme Regulations in the area of Ndlambe Municipality. The schemes were inherited by the Ndlambe Municipality during the amalgamation of the five TLC's in 2000. The delays in the enactment of the Land Use Management Bill have prevented the Municipality from amalgamating the various schemes. The Land Use Management Act would have been the enabling piece of legislation for the amalgamation of the schemes. Town and Regional Planners, SETPLAN, in Port Elizabeth have among the projects that will be implemented in 2010, the amalgamation of the schemes.
- Lack of essential bulk services is a major challenge for Development in general
- Capacity Building: To ensure that training, skills development and capacity building programmes and courses are provided to enhance the quality housing delivery by providing the necessary training to Municipal officials and Councillors as well as skills training to emerging contractors.
- To eradicate existing shacks / squatter settlements

2.7 Spatial planning

2.7.1 Preparation and approval process of SDF:

The SDF that was approved on 31 August 2006 has, in a way nearly lost credibility because the majority of our residents felt that it did not represent their wishes. There were claims that the public participation process during the approval was not wide enough. The approval of the SDF took place during an in-committee meeting where public participation was excluded. The above state of the affairs will be addressed during the review process.

In line with the principles of participatory democracy, transparency and openness in the approval of documents such as the SDF are paramount. In line with the Constitution, Local Government: Municipal Systems Act 32 of 2000, Local Government: Municipal Planning and Performance Management Regulations and the Development Facilitation Act 67 of 1995 (legislation that requires the formulation of SDF) as well as the spirit of South Africa approval of SDF in a closed meeting is totally illegitimate.

The SDF is valid for 4 years and as the present one was approved in August 2006, it is now over due for review. The municipality has to hire private Town and Regional planners for the review as we do not have a qualified Town Planner in the institution. It has not been possible to allocate sufficient funds in the annual budget for the hiring of the Town Planners and our application for funding from the Department of Local Government and Traditional Affairs in the Province of the Eastern Cape, Bhisho has not been successful. The situation as it stands now is that there is no valid and legal SDF in the municipality.

2.7.2 Land use management:

The municipalities should provide information that indicates effective use of land through the number of applications received and processed in the following categories:

- Rezoning
- Sub-division
- Consent use
- Removal of restrictive conditions
- Township establishments
-

The Land Use management is done through following various town planning schemes and the relevant legislation. SDF is also a tool for the Land Use Management.

Subdivision	56
Rezoning	34
Consent Use	8
Departure/ROR	34

2.7.3 Major challenges in spatial planning services and remedial actions

Major challenges are the difficulties in enforcing the Section 7 and 8 Town Planning Scheme Regulations in the municipal area. The delays in the enactment of the Land Use Management Bill have resulted in the difficulties in the consolidation of the various Town Planning Scheme Regulations. Many of the schemes are vague, capable of more than one interpretation and also out dated. We have planned to consolidate the schemes though. The exercise of consolidating the various Town Planning Scheme Regulations will be privatised and sufficient funding has to be allocated. We have not been able to provide budget for the exercise and the application that was submitted to the Department of Local Government and Traditional Affairs has not been successful. We are in the process of submitting a new application with a business plan for consideration by the Department.

2.8 Indigent policy implementation

Implementing the indigent policy is one of the greatest challenges that the finance directorate is faced with. Challenges revolve around indigent registration, keeping the water usage within the limits per the indigent policy and property ownership.

Registration of Beneficiaries.

Beneficiaries do not voluntarily apply for indigent support consequently municipal staff had to do visits to the communities in order to have the beneficiaries registered. During the visits, turn out is poor to an extent that such visits had to be done more than once in order to register or renew previous years applicants.

Despite communication and emphasis by municipal staff that applications must be renewed annually, beneficiaries still do not do so until debt collection procedures are followed. Registration process is not user friendly to enable door to door visits in to reach the targeted and new beneficiaries. Copying and certifying required document is one of the hindrances of door to door visits. This requires use of a central venue to do the registration.

Beneficiaries do not report changes of their financial status until a following financial.

Service(s) Consumption by beneficiaries

Usage of most services made available to beneficiaries are controllable but water is the most difficult service category to deal with. The municipal policy makes a provision for 10kl per household but average consumption is far beyond this limit. The results in municipality having to absorb excess costs of consumed water.

Property ownership

When the property registered owner is deceased, change of ownership is always delayed. This impacts negatively on the payment of rates and minimum service charges as these are paid by a property owner and when ownership transfer is done the account would be in arrears and had to be written due to the status of the new owner.

Beneficiary registers

It not always easy to timeously keep the registers up to date due to the erratic nature of the registration and beneficiaries not reporting their financial status when employed.

2.8.1 Preparation and approval process of the indigent policy

The municipality has an existing indigent policy that was approved by Council. All indigent matters are handled according to this policy. The indigent policy together with all other budget related policies of finance are reviewed on an annual basis before the adoption of the budget and all interested parties have the opportunity to comment on the policies.

We have recently been approached by the provincial "Free basic Services" department to consider a comprehensive draft policy proposal for indigent support. We have in principle agreed to look at the policy and the department has thus committed itself to hold a workshop with all stakeholders to discuss the draft. We are waiting for the workshop to take place after which the necessary processes of council will be followed.

2.8.2 Implementation of the policy

The indigent policy is made available to all councillors, ward committee members and community development workers. These are the groups confronted with questions or complaints when the debtors cannot do the necessary payments. During budget consultations, people are told about the policy and encouraged to apply as beneficiaries.

Finance, municipal officials play a critical role in disseminating and implementing the policy. Beneficiaries are advised and assisted to complete the necessary application forms when visiting finance office.

The municipal website is used to make the policy available to those that have access to the internet.

The main implementation tool of the policy is visits by Municipal employees to the various wards, where they follow a yearly registration program of potential beneficiaries. Registration is done in community halls after which all the forms are evaluated and captured in the Municipal billing system.

The billing system debits the debtor accounts for the various service categories and same accounts are credit with funds from the equitable share.

The indigent register is created by our billing system and is continually updated, however, the updating is a continuous process as debtors' status changes from time to time.

2.9 Overall service delivery backlogs

Basic service delivery area	30 June 2009			30 June 2010		
Water backlogs (6KL/month)	Required	Budgeted	Actual	required	budgeted	Actual
Backlogs to be eliminated (nO. HH not receiving the minimum standard service)	500	0	0	500	0	108
Backlogs to be eliminated (%: total HH identified as backlog/total number of HH in the municipality)	3%	0	0	3%	0	3%
Spending on new infrastructure to eliminate backlogs (R000)	400 000	0	0	0	0	0
Spending on renewal of existing infrastructure to eliminate backlog (R000)	350 000	0	0	0	0	0
Total spending to eliminate backlogs (R000)	750 000	0	0	0	0	0
Spending on maintenance to ensure no new backlogs (R000)	300 000	0	0	0	0	0
Electricity backlogs (30KWH/month)	Nil	NIL	NIL	Nil	Nil	Nil
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	8381	Nil	Nil	Nil	Nil	Nil
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	44%	nil	nil	nil	nil	nil
Spending on new infrastructure to eliminate backlogs (R000)	0	0	0	0	0	0

Basic service delivery area	30 June 2009			30 June 2010		
Water backlogs (6KL/month)	Required	Budgeted	Actual	required	budgeted	Actual
Spending on renewal of existing infrastructure to eliminate backlog	10mil	0	0	0	0	0
(R000)						
Total spending to eliminate backlogs (R000)	10 mil	0	0	0	0	0
Spending on maintenance to ensure no new backlogs (R000)	8 mil	0	0	0	0	0
Sanitation backlogs						
Backlogs to be eliminated (n0. HH not receiving the minimum standard service)	9779	0	0	0	0	0
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	42%	0	0	0	0	0
Spending on new infrastructure to eliminate backlogs (R000)	12.0 Mil	0	0	0	0	0
Spending on renewal of existing infrastructure to eliminate backlog (R000)	0	0	0	0	0	0
Total spending to eliminate backlogs (R000)	12Mil	0	0	0	0	0
Spending on maintenance to ensure no new backlogs (R000)	500 000	0		0	0	0
Road maintenance backlogs	280km	0	0	0	0	0
Backlogs to be eliminated (nO. HH not receiving the minimum standard service)	0	0	0	0	0	0

Basic service delivery area	30 June 2009			30 June 2010		
Water backlogs (6KL/month)	Required	Budgeted	Actual	required	budgeted	Actual
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	85%	0	0	0	0	0
Spending on new infrastructure to eliminate backlogs (R000)	0	0	0	0	0	0
Spending on renewal of existing infrastructure to eliminate backlog (R000)	0	0	0	0	0	0
Total spending to eliminate backlogs (R000)	0	0	0	0	0	0
Spending on maintenance to ensure no new backlogs (R000)	1.8 million	0	0	0	0	0
Refuse removal						
Backlogs to be eliminated (nO. HH not receiving the minimum standard service)						
Backlogs to be eliminated (%: total HH identified as backlog/total numb of HH in the municipality)	No Info	No Info	No Info	No Info	No Info	No Info
Spending on new infrastructure to eliminate backlogs (R000)		No Info	No Info	No Info	No Info	No Info
Spending on renewal of existing infrastructure to eliminate backlog (R000)	No Info	No Info	No Info	No Info	No Info	No Info
Total spending to eliminate backlogs (R000)	No Info	No Info	No Info	No Info	No Info	No Info
Spending on maintenance to ensure no new backlogs (R000)	No Info	No Info	No Info	No Info	No Info	No Info
Housing and town planning	No Info	No Info	No Info	No Info	No Info	No Info
Backlogs to be eliminated (nO. HH not receiving the minimum standard service)						
Backlogs to be eliminated (%: total	7970	0	0	0	0	0

Basic service delivery area	30 June 2009			30 June 2010		
Water backlogs (6KL/month)	Required	Budgeted	Actual	required	budgeted	Actual
HH identified as backlog/total	42%	Nil	Nil	nil	Nil	Nil
numb of HH in the municipality	7970	Nil	Nil	Nil	Nil	Nil
Spending on new infrastructure to	18913	0	0	0	0	0
eliminate backlogs (R000)	8million	0	0	0	0	0
Spending on renewal of existing						
infrastructure to eliminate backlog	0	0	0	0	0	0
(R000)						
Total spending to eliminate						
backlogs (R000)	8 million	Nil	Nil	Nil	Nil	Nil
Spending on maintenance to ensure	7970	0	0	0	0	0
no new backlogs (R000)	0	0	0	0	0	0
	7970					

Chapter 3: Municipal Local Economic Development Framework

3.1 Brief presentation of LED strategy/plan

- **Status on developing the LED strategy/plan**

With funding from the European Union/Thina Sinako an LED Strategy was formulated and final draft submitted to the municipality in June 2009 and adopted. The LED Strategy is being implemented in a phased approach;

- **Setting up a LED unit;**

- The municipality has set up a fully fledged LED unit headed by LED Manager and with a staff complement focusing on the following areas: Tourism, Agriculture, SMME Development, and Business Information and Support. There is also a critical focus on strategic economic interventions, partnership development and resource mobilisation.
- Where there is inadequate LED expertise in-house this is in-sourced through partnerships and relationships. In addition skills development is one of the critical focal areas to ensure that the expertise and skills is developed-thus the municipality is working with various institutions

- **LED stakeholder forum functionality (number of meetings held);**

LED stakeholder forums are functionally based –for agriculture, tourism and for special interventions like Alexandria Revitalisation Program with a fully fledged Project Steering Committee which meets at least quarterly. There are also Project based LED stakeholder forums/Steering Committees e.g. Pineapple Beneficiation Project, Essential Oils and for Ndlambe Cultural Village.

- **Funding opportunities of LED activities (indicative figures on Donors/funders and types of program)**

LED Strategy formulation funded by European Union/Thina Sinako to the tune of R687 000;
Chicory-R500 000; -R500 000 by Social Development for (women) beneficiaries; R1.4m funded by National Development Agency (also vegetable cluster)-women beneficiaries; Essential oils-R2m funded by DEDEA; R500 000 funded by Social Development for young people as beneficiaries ;Heritage Tourism-R200 000 funded by National Heritage; SMME's: Bakery-R 350 000 funded by DTI; Hawkers Cooperative funded to R 350 000 by DTI; R11m for Cultural Village by Department of Tourism; This is in addition to funding in the form of implements and stock by e.g. Dept of Agriculture and Rural Development-to the tune of R700 000

3.2 Progress towards achieving the LED key objectives

3.2.1 Improve public and market confidence

AGRICULTURE

Essential Oils:The essential oils project is being implemented with support from various agencies including Dohne Agricultural Research Unit (Soil Analysis). A

private Chemist (water analysis); SEDA Essential Oils Business Incubator (SEOB)-for (professional advisory services) etc.
The program involves the planting and cultivation of Rose geranium.
Procurement of seedlings and essential oils training on the planting, plant maintenance and harvesting completed.

Chicory Production: Brakfontein & Forest Hill-The first stage which entails spraying of fields has been Completed, service provider was commissioned and planting completed.

Vegetable Cluster-With funding from Stenden SA-the process of establishing a vegetable cluster commenced in June 2010 and fits with the Agro-tourism project-the crops will supply Dept of Education (School Nutrition), local hotels and B & B's.

TOURISM

Kwam e-Ndlambe Homestay-As a partnership with Stenden SA and funded by the Dept of Sport Recreation Arts and Culture (DSRAC)-training was conducted for 11 participants and on 28 September 2009 they were awarded certificates.

Ndlambe Heritage Project

Cultural Village-with funding from the Department Tourism-R11m funding has been made available for the Ndlambe Cultural Village

Ndlambe Heritage Trail-As part of the development of the Ndlambe Heritage Trail funding from National Heritage Council (NHC) of R200 000 has been made available for Research and Development-completed. Funding from Stenden-SA will be used for signage.

2010 FIFA World Cup Greening and Beautification Legacy Project

The municipality was selected as a site for 2010 FIFA World Cup Greening and Beautification Legacy Project of the (provincial) 2010 Coordinating Unit. The project encompassed the planting of indigenous trees and painting of bins.

Tourism Modelling-As a prime tourist destination the municipality partnered with Stenden SA (the local international hospitality university)-to explore development of a suitable model for a Local Tourism Organisation (LTO).

Township Tourism and Tour Guides Programme- Program was developed and 8 Tour Guide enterprises were identified and assisted with registration of closed corporations aligned with local B&B's. On 26 November 2009 training on Business Management was conducted by the Eastern Cape Tourism Board (ECTB).

ENTERPRISE DEVELOPMENT

South African Women Entrepreneur's Network (SAWEN)

Working in collaboration with SAWEN the Municipality hosted a workshop (LED) to assist in providing a venue for a workshop for women entrepreneurs held on 26th November 2009.

Bathurst Community Development Trust (BCDT)

Triggered by a R428m Pineapple Beneficiation Program investment to take place in Bathurst-for broadened beneficiation the Bathurst Community Development Trust is in

the process of being registered with the Master of the High Court to drive development in that area.

Mount Pleasant Farm Remainder Farm 186/187 Division Bathurst
Notice inviting objections were advertised in the local press on 30 October 2009 and closed on 13 November 2009-no objections were received. The (draft) lease completed and has been with Ndlambe Natural Industrial Products (NNIP) since January 2010

LED FUNDING

European Union Local Government Support Fund (EU- LGSF)
Ndlambe has partnered with NMMU and Sunday's River Valley (SRV) Municipality to assist the two (2) local coastal municipalities to develop a strategic framework and implementation strategy for Maritime LED. The process will ensure that an enabling environment is created for effective benefit by the local communities.

DEDEA

On invitation from DEDEA the municipality submitted funding proposals for tourism projects

National Development Agency (NDA)-Umanyano Agricultural Cooperative-involved in the production of chicory has received grant funding to the tune of R1.4m from NDA. Funding is paid directly to the cooperative in tranches and project implementation is over 24 months.

Industrial Development Corporation (IDC) Vuthamlilo Regional Economic Dev Program

In October 2009 proposals were submitted to IDC Vuthamlilo Regional Economic Development Program to solicit funding for the following sectors-expansion of chicory production and beneficiation, essential oils, dairy, maritime development, agro-tourism.

SPECIAL PROJECTS-Expanded Public Works Programme (EPWP)

An information session on EPWP was held on the 14th of October 2009 at which 15 SMME's in attended-of the 15- 9 SMME's are at Grade 1, 5 are not registered and have been advised to register and only 1 is on Grade 6. In cooperation with DPW the municipality is looking at a program to assist SMME's to register with the CIBD to achieve upgrade.

Alexandria Economic Revitalisation Program

- In June 2009 sessions were held with LONRHO and the panel of experts to prioritise projects and develop an action plan.
- With LONHRO the Municipality is, amongst others, exploring partners for various aspects especially the agro-processing;
- From the Municipality other Government Agencies including East Cape Development Corporation (ECDC) and Development Bank of Southern Africa (DBSA), have been approached for funding of feasibility studies and Industrial Development Corporation (IDC) the special purpose vehicle.
- Championed and hosted by the Mayor – a session took place with the MEC for Education on 26 June 2009 on the Municipality partnership with commercial and emerging farmers on the provision of milk as part of the School Feeding Scheme.
- On 19 October 2009 on invitation from the municipality the MEC for Economic Development, Finance visited and held discussions with the municipality;

- The MEC committed to support this program-he has since commissioned Rural Livelihoods (RULIV) -at Premier's Office to gather economic data on the Municipal area.
- It is the intention of the Municipality to be strategically repositioned as a rural development area and a Rural Development node in line with the National Rural Development Strategy. Discussions were held in June 2010 with Public Works for participation in the Small Town Revitalisation Program of the province-and as Node.

Black Economic Empowerment-Sab Zenzele Bbbee Initiative

A workshop was held on the 13 October 2009, 26 Liquor retailers attended throughout Ndlambe area. SAB is offering shareholding to previously disadvantaged individuals. This is a BBBEE initiative targeting black retailers. The scheme is a ten year transaction period, where participating retailers will contribute a small amount to purchase their shares (R100 per share) Shares were open for purchase in February and March 2010.

Skills Development For Economic Development

- In May 2009-implementation of a Learnership on Agriculture and on Water Services with the Local Government SETA and with the Office of the Premier.
- The Human Resources Division is also involved in the investigation of development of a municipal-wide Human Resources Development program for economic development-as part of the institutional re-alignment component of the LED Strategy formulation exercise.
- The Human Resources Unit is in implementation of LED interventions assisting with soliciting funding from the Local Government SETA Discretionary fund for training for enterprise development.
- Also the Human Resources Development Division assists in facilitating resources and institutions for training though amongst others, interacting with Nelson Mandela Metropolitan University-Development Studies Unit (which also has a tourism division), University of Fort Hare, Fort Cox and the Middleburg College of Agriculture for skills development in agriculture and to assist in the implementation of the essential oils project and in other agricultural sector programs.

3.2.2 Exploit comparative and competitive advantage for industrial activities

An in-depth analysis of the local economy was conducted as part of the LED Strategy Formulation-ilt came out that the following has favourable competitive advantages:

- Strategic location-the municipality is located midway between the only two Industrial Development Zones (IDZ) of the Eastern Cape. It is also located on the main coastal transport route between Cape Town and Durban.
- Tourism-the municipal area boasts scenic natural beauty and is a seaside resort, favourable climatic conditions all year round, a variety of plant and animal life-with all seven biomes available in the region. It boasts an excellent hotel base, numerous holiday homes, the main beaches with a Blue Flag Beach status and several cultural and historic `heritage sites
- Land, property and development planning-With national government having legislated a comprehensive land reform program this has favoured previously dispossessed to currently own land to be used for economic development. In addition the favourable land dispensation policy framework has ensured much broader property ownership for more members of the community. However a need

has been identified for review of and improvement to the operations of planning, zoning scheme regulations and development control systems that can facilitate property development and regeneration to speed up implementation of land reform and construction program and related economic boom.

- Agriculture and livestock-agricultural land accounts for more than 30% of land. The cultivable land accounts for more than 75 % of this arable land some is used for commons and pastures. Most of the land although scattered it is close to the road network.
- Infrastructure provision and maintenance-Ndlambe is predominantly accessible by road. The municipal area is one of very few in South Africa with almost six rivers running through the area-the towns are supplied by water from water purification plants and reverse osmosis plants. The wastewater system covers most of the municipal region but there is only one wastewater purification plant which is still being tested.
- Telecommunication services, electricity and water supplies are generally good
- Therefore public investment in infrastructure will yield good Returns on Investment (ROI)
- Education and Healthcare- The municipal area boasts an international hospitality schools and an air school also international. It also boasts a developed healthcare system with one of the state of the art provincial hospitals
- Investment promotion and marketing-it has been identified that not much efforts are being made to promote and market the local municipal area as an investment destination of choice. The need for developing and implementing a marketing and promotional strategy of the business investment climate is thus a priority.
- Noting that the municipality competes with seaside resorts like Plettenberg Bay, Jeffrey's Bay, Knysna as established tourism brands much vigorous attempts at marketing and promoting investment to the area should be enhanced.
- As a main dairy producing and agricultural hub the municipality is competing with places like Tsitsikama the need for infrastructure development for agriculture and economic growth can thus not be over-emphasised.

3.2.3 Intensify Enterprise support and business development

To enhance and support the local business environment the following services can be mentioned:

- Establishment of a fully fledged LED Unit with focused business support and information services;
- A fully fledged Business Information and Support Centre is in operation in Alexandrai services Kenton-on-Sea-target group being youth of 16-35 years and women of all ages;
- Assistance and support with formulation of Business plans;
- Assistance and facilitation of funding-successfully facilitated funding for cooperative for hawkers and a bakery cooperative with DTI and lately DTI funding facilitated by SEDA;
- Training and capacity building for SMME's in Tourism with support from Tourism Enterprise Program (TEP) and in business management skills including financial management;
- Essential oils Training and capacity building;
- Public Private Partnerships established with various entities and private sector companies and in some instance training institutions like Rhodes and the Nelson Mandela Metropolitan University;

- Number of new formal SMME established within the municipality
- 50 companies assisted with registration across the different sectors The SMMEs were entered on the SMME data-base for possible enterprise support and assistance where necessary
- Number of new employment opportunities through Expanded Public Works Programs and Public and Private Partnerships
- Number of jobs vary-for instance in agriculture more than 130 jobs were created through labour-intensive agricultural projects.

3.2.4 Support Social investment program

- 50 companies assisted with registration across the different sectors The SMMEs were entered on the SMME data-base for possible enterprise support and assistance where necessary
- Of these 50 companies the municipality has more than 25% are cooperatives. Because of the government program of promoting cooperatives especially the programs of DTI and Dept of Economic Development (DEDEA).

3.3 Annual performance as per key performance indicators in LED

	Indicator name	Target set for the year	Achievement level during the year (absolute figure)	Achievement percentage during the year
1	Percentage of LED Budget spent on LED related activities.	100%	100%	100%
2	Number of LED stakeholder forum held	5 incl sector specific forums	100%	100%
3	Percentage of SMME that have benefited from a SMME support programme	20 diverse sectors	20	100%
4	Number of job opportunities created through EPWP	Agriculture-200 Construction-350	108 150	50% 45%
5	Number of job opportunities created through PPP	Planning stage	Planned	Planned

3.4 Challenges regarding LED strategy implementation

During the period under review the LED Strategy had just been formulated and not as yet completed or implemented. However the following challenges had been identified:

- Institutional LED capacity constraints;
- Incomplete, or non-existent feasibility studies for various LED projects;
- Insufficient funding procured
- Resource management/co-ordination – including land management, beneficiary management, etc.

Chapter 4: Municipal Financial Viability and Management

4.1 The audited financial statements

4.2 Budget to actual comparison

All the actuals below are the billed accruals:

Rates and General Income

Budgeted Income R93 358 445 vs. Actual Income R74 798 739
Variance Income of R18 559 706

Expenditure

Budgeted Expenditure R96 504 100 vs. Actual Expenditure R114 052 008
Variance Expenditure – R17 547 908

Water Income

Budgeted Income R21 140 606 vs. Actual Income R20 963 356
Variance Income R177 250

Expenditure

Budgeted Expenditure R11 802 470 vs Actual Expenditure R15 737 167
Variance Expenditure – R3 934 697

Housing Income

Budgeted Income R860 880 vs. Actual Income R18 452 778
Variance Income R17 591 898

Expenditure

Budgeted Expenditure R3 252 790 vs. Actual expenditure R2 759 265
Variance Expenditure – R493 525

Electricity Income

Budgeted Income R29 644 160 vs. Actual Income R49 393 102
Variance Income R19 748 942

Expenditure

Budgeted Expenditure R23 460 410 vs. Actual Expenditure R48 959 147
Variance Expenditure – R25 498 737

See Annexure: 1.2.1

4.3 Grants and transfers' spending

See Annexure: 1.2.2

4.4 Meeting of Donors' requirements in respect of conditional grants

Finance Directorate – Conditional Grants

Equitable Share – R43 896 000

Equitable share of R 43 896 000 was received and the entire grant was used to subsidise indigent debt and to write off bad debt brought forward on indigents accounts.

Finance Management Grant – R2 000 000

Finance management grant of R2 000 000 was received and used to cover the costs of all five interns, competency training, GRAP conversion, upgrade finance computer systems and deal with audit queries. The grant received was fully utilised but did not cover all expenditure that was incurred.

Municipal Systems Improvement Grant – Finance Directorate R750 000

Municipal system improvements grant of R750 000 was received and used to complete the general valuation and to update the asset register to be GRAP compliant. The grant is fully spent but and it will not cover the total costs of the projects.

MIG - R18 664 000

The Municipal Improvement Gant received for R18 664 000 is the construction of sewer lines at Marselle. The project is still in progress and there is no over expenditure.

DWAF- R2 153 816

DWAF allocation received is for the ACIP (Accelerated Community Infrastructure Program). The project is still in progress and there is no over expenditure.

INEG- DME - R8 000 000

Integrated National Electrification Grant received is for the improvement and maintenance of the electricity substations. The project is still in progress and there is no over expenditure.

4.5 Long term contracts entered into by the municipality

Finance Directorate – Long Term Contract

Bank Contract

The current long term contract for banking services with First National Bank has ended and is continuing on a month to month basis while the tender procedures are followed with regards to long term contracts. The process regarding long term contracts includes public participation so interested parties will have the opportunity to comment on the contract to be entered into. The banking contract is for a period of

Insurance Contract

The current long term contract with AON for insuring all of Council's assets ends at the end of the 2010/2011 financial year. A tender will be put out during March 2011 for interested parties to tender for the insurance portfolio for a three year period.

Legal Services – Debtors

The current long term contract for debt collection is with Messer Neeve, Stotter Inc. A tender will be advertised by end October 2010 for interested parties to tender for legal services/collections for a period of three years. The reason for the tender only going out by end October 2010 is to get our collection department fully functional and then to decide on the scope of work to go out to tender

4.6 Annual performance as per key performance indicators in financial viability

	Indicator name	Target set for the year R(000)	Achievement level during the year R(000)	Achievement percentage during the year
1	Percentage of expenditure on capital budget			
		Target set for the year (12%) R(22 942 004)	Achievement level during the year R(10 742 179)	Achievement percentage during the year vs the operational budget 12%vs 88.%
2	Salary budget as a percentage of the total operational budget			
		Target set for the year (35%) R(59 784 290)	Achievement level during the year R(64 325 450)	Achievement percentage during the year vs the actual revenue 33%
3	Total actual trade creditors as a percentage of total actual revenue			
		Target set for the year (70% and more) R(110 394 660)	Achievement level during the year R(73 133 678)	Achievement percentage during the year 37%

	Indicator name	Target set for the year R(000)	Achievement level during the year R(000)	Achievement percentage during the year
4	Total municipal own revenue as a percentage of the total actual Budget			
		Target set for the year R(123 308 121)	Achievement level during the year R(119 285 189)	Achievement percentage during the year 61%
5	Rate of municipal consumer debt Reduction			
6	Percentage of MIG budget appropriately spent	16 749 000	16 749 000	100%
7	Percentage of MSIG budget appropriately spent	R1 300 000	R1 300 000	100%

4.7 The Audit committee functionality

The Audit Committee of Ndlambe Municipality consists of three members namely;

Chairperson	Mr B Reid
Committee Member	Ms A Wagenaar
Committee Member	Mr B E Anderssen

The Audit Committee met four times during the 2009/2010 financial year to consider a range of items including but not limited to;

- Report of the Auditor-General
- Annual Report for 2008/2009
- Council and Executive Committee minutes
- Top 20 debtors
- Internal Audit reports
- Budget

The meetings are generally attended by the committee, the municipal manager, an official from the Auditor-General, a representative from Pricewaterhouse Coopers, internal auditor and the chief financial officer. The meetings take place on a rotational basis in Kirkwood, Grahamstown and Port Alfred.

The chairperson of the audit committee indicates what should be included in the audit pack to be considered by the committee but all stakeholders have the opportunity to submit items that they feel need to be considered by the committee. Minutes of the audit committee and reports that the audit committee issue are presented to Council after they are confirmed by the audit committee.

(The report of the audit committee for the 2009/2010 financial year and the minutes of the four audit committee meetings held are attached as annexure:)

4.8 Arrears in property rates and service charges

See Annexure: 1.2.3

4.9 Anti corruption strategy

A formal anti-corruption strategy is still to be developed by Ndlambe Municipality. Policies addressing fraud and whistle blowing have been adopted and are in place at present. A risk assessment of Ndlambe Municipality is to be undertaken after which numerous actions need to be taken. One of the actions is to develop an anti-corruption strategy from the areas identified as risk areas. The strategy will also cover all aspects dealing with staff handling cash and staff procuring goods and services. The supply chain management policy and the code of conduct may also need to be revised to encompass all areas identified in the strategy. At present the officials in the budget and treasury office and the supply chain management office are identifying any possible form of corruption and the Municipal Manager is advised of any incidents identified.

Chapter 5: Good Governance and Public Participation

5.1 Overview of the Executive and Council functions and achievements:(Municipal Manager/Speaker)

5.2 Public participation and consultation (Corporate services/Speaker)

Public participation should take into consideration that it is the citizens of a community that have the clearest and perhaps the most accurate perception of the needs and priorities of their community and should make the decisions themselves.

Through public participation more stakeholders have a better understanding of sustainable development-economic growth, social equity and ecological integration. Whilst the main goal is to deepen democracy, the main objectives of public participation and in the instance of this municipality the ward committee system is:

- To ensure the involvement of citizens in municipal planning;
- To ensure and promote the involvement of citizens and communities in the implementation-
- To ensure that the citizens and communities are involved in the sharing of benefits-municipal policies, projects, service delivery etc;
- To ensure that citizens are, amongst others, involved in the evaluation of project implementation (effect & impact), in municipal performance and is also a critical component of good governance;
- To enhance and regulate public participation a Public Participation Strategy was formulated and adopted by Council in May 2009. All the public participation activities of the municipality are regulated by this strategic document

In January 2010 as part of the establishment of a development agency as part of public participation/due diligence the IDC held sessions with stakeholders of Alexandria-the designated mandate area for the agency.

Mayoral Imbizos and implementation of issues raised;

Public participation takes into consideration that it is the citizens of a community that have the clearest and perhaps the most accurate perception of the needs and priorities of their community and should make the decisions themselves.

Citizens are occasionally consulted to contribute and ensure that their opinions are taken into consideration during decision-making process. Mayoral Imbizo's are held especially during the IDP/budget process for public inputs.

- Public hearings
- Public hearings and meetings are also held with the public when considering or soliciting inputs on the IDP and also to consider budgets and projects to be implemented in the respective areas.
- This can be achieved when amongst others citizens are provided adequate information to ensure that they make informed choices on both proposals and any service delivery interventions that affect them.
- Customer satisfaction surveys
- Customer satisfaction surveys were held using samples through billing system for rates paying customers as a starting point. In addition as part of Customer Relationship Management (CRM) complaints books are made available at each service point in the various administrative units to solicit customer views.

5.3 Ward committees' establishment and functionality:

The term of office for the ward committees came to an end and nomination process for ward committees took place. The attendance at ward committee meetings is excellent at almost 90% members' attendance.

- Availability of minutes of ward meetings;

Ward committee minutes are made available at the next meeting of each ward. These are filed electronically and are archived for record-keeping purposes.

- Written proof of tabling resolutions to Councils;

Ward committees do not resolve on matters but make recommendations to Executive Committee en route to Council. The resolutions of both Executive Committee and of Council are readily available both in hard copy and electronic record format.

- Availability of minutes of feedback meetings with communities;

Whilst the schedule of meetings caters for constituency/feedback meetings by ward councillors these are not held. However feedback meetings and consultation sessions are held on various matters including IDP, ward based projects (where applicable) and consultation meetings on key issues affecting communities at a particular time.

- Availability of Ward committee activity reports;

When sessions or activities are held under the auspices of ward committees records of these are held. However these are very few and far in-between.

To ensure this takes place it has been identified that further strengthening and enhancing of ward committees is of cardinal importance is focused training of ward committee members and critical stakeholders to enhance public participation. Additional human resources were thus added to this unit. In addition the municipality needs to allocate more internal resources and create dedicated internal funding for enhanced public participation. These resources will also be used not only for ward committees but for enhancing stakeholders and different sectors/segments of the public that will by nature enrich the developmental agenda of the municipality.

5.4 Legal matters

During the year under review no policy in place to manage legal risks. As part of the general risk assessment conducted legal risks and litigation were identified as potential risks-however a risk management framework would incorporate management of legal risk. The municipality has not identified the need for a stand-alone policy to manage legal risk but rather the need for integrated risk management as a strategic component for the municipality moving forward.

Part 3: Functional Areas Reporting and Annexure

1.1 FUNCTIONAL AREA SERVICE DELIVERY REPORTING

1. General information (population statistics) (Corporate Services)

Ndlambe Local Municipality GENERAL INFORMATION			
Reporting Level	Detail	Total	
Overview:	<p>Ndlambe Municipality was established as a result of the Local Government Elections of 2000 and in accordance with the provisions of section 12(1) of the Local Government Municipal Structures Act (No 117 of 1998). Since then, Ndlambe Municipality incorporates former Councils of Alexandria, Bathurst, Boesmansriviermond, Kenton-on-Sea and Port Alfred, as well as the former local areas of Boknesstrand/ Canon Rocks and Seafield. Ndlambe Municipality consists of 9 wards and is classified as Category B Municipality. The developmental vision of Ndlambe Municipality is moulded within the context of the five (5) National Key Performance Areas of the Local Government Strategic Agenda, namely:</p> <ul style="list-style-type: none"> • Municipal Transformation and Institutional Development; • Basic Service Delivery and Infrastructure Development; • Local Economic Development; • Financial Viability and Management; and • Good Governance and Public Participation. <p>The Ndlambe municipal area is bordered by the following local municipal areas:</p> <ul style="list-style-type: none"> • Makana within the Cacadu District Municipality to the North; • Sundays River Valley within the Cacadu District Municipality to the West; and • Ngqushwa within the Amatole District Municipal Area to the East. 		
1	<p>Geography: Geographical area in square kilometres Source: Community Survey 2007</p>	16.63	

2	Demography: Total population Source: Community Survey 2007	63,122	
3	Indigent population Note: Indicate source of information and define basis of indigent policy including definition of indigent		
4	Total number of votes		
5	Aged breakdown: -65 years and over - 5168 -between 40 and 64 years- 7178 -Between 15 and 39 years- 24601 -14 years and under- 9388 Source: ECSECC		
6	Household income: -over R3,499 per month -between R2,500 and R3,499 per month -between R1,100 and R2,499 per month -under R1,100 per month Note: Indicate source of information		

1.2 Administration function's Performance (Corporate Services)

Function:	Administration – Corporate Services
Sub Function:	Administration

Reporting Level	Detail	Total	
Overview:	Includes all activities relating to the administrative function of the municipality.		
Description of the Activity:	<p>The function of administration within the municipality is administered as follows and includes:</p> <p><i><List administration of each function here: this should detail what is offered, and how it is offered to the community></i></p> <p>These services extend to include <i><function/area></i>, but do not take account of <i><function/area></i> which resides within the jurisdiction of <i><national/provincial/other private sector></i> government. The municipality has a mandate to:</p> <p><i><List here></i></p> <p>The strategic objectives of this function are to:</p>		

	<List here>	
	The key issues for 2010/11 are:	
	<List here>	

1.4 Finance function's Performance

Function:	Finance
Sub Function:	Finance
Reporting Level	Detail
Overview	<p>The finance directorate is a support directorate to other directorates and customers of the Ndlambe Municipality. The finance directorate consists of four sections namely the Budget and Treasury Office, Supply Chain Unit, Revenue and Expenditure. The main office of finance is situated in Port Alfred with three satellite offices in Alexandria, Kenton-on-Sea and Bathurst.</p> <p>The objectives of the finance directorate for the 2009/2010 financial year were as follows;</p> <ul style="list-style-type: none"> ➤ To revise and complete the entire Municipality's asset register to be GRAP Compliant (Generally Recognised Accounting Practice) over a period of one year. ➤ Ndlambe is able to raise sufficient revenue (internal and external sources) and manage the assets to meet their responsibilities in terms of service delivery incorporating both capital and operational costs ➤ An updated (contemporary) financial system of Ndlambe is optimally used by competent staff ➤ To maintain Finance assets ➤ To improve communication of the budget process ➤ Households living below the poverty line (R 800 per month), as well as vulnerable groups, have improved access to all required basic services, health facilities and social/ work creating programs ➤ Develop the Supply Chain Management System to be in line with the SCM policy and meet the requirements of good practice ➤ To ensure financial resources are utilised in an economical, efficient and effective manner ➤ Develop the capacity of the Budget and Treasury Office (BTO) to meet the requirements of credible financial management. ➤ To ensure that all revenue is collected on a monthly basis to cover the operating expenditure of the municipality on a daily basis ➤ To ensure all indigents have access to free basic services. ➤ To ensure an effective customer care service to all residents. <p>To meet the above objectives the following indicators were set that we needed to achieve;</p> <ul style="list-style-type: none"> ❖ Percentage of progress made towards maintenance and rehabilitation of Asset register including all Finance Leases, Operating Leases, Infrastructure Assets and municipal and Investment properties ❖ New asset acquisitions are recorded/captured on a monthly basis. ❖ The existence of all assets is verified half yearly. ❖ All assets acquired are bar coded and insured on a monthly basis. ❖ Percentage increase in the possible local revenue base ❖ 100% spending of FMG and MSIG funds ❖ Increase in % of equitable share based on more accurate statistics in terms of the DORA

Function: Finance Sub Function: Finance	
Reporting Level	Detail
	<ul style="list-style-type: none"> ❖ Percentage decrease in non payment ❖ Percentage of elements of financial system utilized ❖ Increased in number of staff trained to effectively use the financial system ❖ Increase in number of useful reports generated for planning and monitoring purposes ❖ Increase in the investments of maintenance / upgrade of financial system ❖ Number of reports that meet the legal requirements at the right time ❖ Percentage of improved cash flow by reducing expenditure to match actual cash on hand. ❖ Number of Finance assets assessed and ensuring that they are utilized economically. ❖ Relevant advertisements and loud hailing are done within the legislated time frames ❖ Increase in number of households benefiting from poverty alleviation programs ❖ Fully operational computerised SCM system in line with SCM Policy and MFMA implemented ❖ Income and expenditure reports are provided on a monthly basis to offices and directorates for them to do budget control. ❖ Infrastructure investment plan is developed for development priorities in the IDP ❖ BTO is established in line with treasury guidelines (structure). ❖ Relevant officials are trained to ensure that they are able to contribute to the financial management system (treasury departments and departmental managers) ❖ A process plan in place to ensure all new buildings, additions to buildings, re-zoning of properties, sub-divisions and consolidations are forwarded to the finance directorate on a monthly basis for billing and valuation purposes. ❖ All residents who do not have the financial means to pay for basic services in terms of the indigent policy are registered. ❖ A complaint register to reduce number of complaints from residents resulting from system errors is developed ❖ Increase in response time and resolution of complaints to be within 7 days of receipt
Description of the Activity:	<p>BUDGET AND TREASURY OFFICE</p> <p>Budget and Treasury Office was established in terms of section 80 of the MFMA. It consist of BTO manager reporting directly to the CFO, Senior Accountant, Asset Clerk, Five Interns and the Cleaner reporting to the BTO manager. The functions of the BTO are as follows: Budgeting, Financial Statements & Reporting, Asset Management, Cash Management, Investments, and Insurance.</p> <p>The function of the budget and treasury office within the municipality is administered as follows and includes:</p> <p>Budgeting: BTO's involvement in budgeting starts from the planning, strategising,</p>

Function: Sub Function:	Finance Finance
Reporting Level	Detail
	<p>preparing, tabling, approving, finalising and implementation stage. The planning and strategising stages are done through the political guidance by the Mayor. i.e. review of time table schedule and the previous year's budget process to determine what went wrong, what should be corrected and the way forward. This can be done through internal and external participation.</p> <p>The preparation to the finalising stage of the budget is done by the BTO with the assistance of the Accounting Officer and the co-operation of the other directorates.</p> <p>After the implementation the BTO conducts the in-year monitoring of the budget.</p> <p>The major difficulties we encountered in the budget preparation are the directorates are not adhering to the time table schedule approved by the council. The directorates are not procuring according to their budget.IDP is not aligning to the budget. The directorate does not prepare their departmental SDBIP.</p> <p>The strategic objectives of this function are to: Compile well balanced, representative and affordable budget informed by the IDP and available resources.</p> <p>The key issues for 20010/11 financial year are: The in-year monitoring to control the budget. Engaging of the Mayor and the Accounting officer involvement in the budget in order to achieve a smooth budget process. To include the SDBIP and PMS in the IPD/Budget process</p> <p>FINANCIAL STATEMENTS AND REPORTING</p> <p>The BTO coordinates the process of preparing the financial statements with the finance management team.</p> <p>The finance management team is required to prepare statements that are in accordance with generally recognised accounting practice (GRAP)</p> <p>The financial Statement are handed over to Auditor General at the 31 August for auditing purposes as required by the S126 (1) b of the MFMA.</p> <p>The BTO prepares the monthly, quarterly, half yearly and yearly reports to Council, National and Provincial Treasury based on the requirements required by the MFMA.</p> <p>The strategic objectives of this function are to: Compile accurate and reliable financial statements and reporting which reflect the true financial position of Council. An updated (contemporary) financial system of Ndlambe is optimally used by competent staff to achieve an unqualified audit report.</p> <p>The key issues for 2010/11 are: Striving to produce financial statements that are fully complying with GRAP. To develop a monthly checklist to correct errors on matters affecting the financial statements before the reporting date.</p>

Function: Finance Sub Function: Finance	
Reporting Level	Detail
	<p>ASSET MANAGEMENT</p> <p>BTO coordinates the verification of assets towards the year end. Controlling the movement, transfers, acquisitions and disposals of Council assets on a daily basis. Report to Council a list of assets to be disposed for approval.</p> <p>The strategic objectives of this function are to: Keep record and the movement of Council assets. An updated (contemporary) financial system of Ndlambe is optimally used by competent staff to locate, identify and revalue all Municipal Assets. Ndlambe municipality are able to raise sufficient revenue (internal and external sources) and manage their assets to meet their responsibilities in terms of service delivery incorporating both capital and operational costs.</p> <p>The key issues for 2010/11 are: To maintain the asset register on a monthly basis. Ensuring that the Council asset register complies with GRAP. Conducting a monthly checklist ensuring the asset register balances with the ledger.</p> <p>CASH MANAGEMENT</p> <p>Prepares a daily cash flow to determine whether the council is in the status to spend from the budget. Informs the directorates if there are cash flow problems.</p> <p>The strategic objectives of this function are to: To secure sound and sustainable cash flow management of the Council.</p> <p>The key issues for 2010/11 are: To review the cash management and investment policy in accordance with any framework that may be prescribed in terms of s13 (1) of the MFMA.</p> <p>INVESTMENTS</p> <p>The BTO maintains the quotation register. Identify monies that are transferred to the Council current account and invest monies not immediately required. Prepares the monthly reconciliation, realises and re-invest investments on the due date. Make withdrawals on the investments to the revolving fund, debit the current account with the original money invested and credit the vote provided by a specific director.</p> <p>The strategic objectives of this function are to: To secure sound and sustainable investment procedures of the Council.</p> <p>The key issues for 2010/11 are: Implement authorization and review of the investment decision made of the employee making the investment</p>

Function: Sub Function:	Finance Finance
Reporting Level	Detail
	<p>INSURANCE</p> <p>The BTO register all the new assets to the insurance company take out the disposed assets from the insurance list. Make insurance claims for the damage or stolen assets. Allocate payments received from the insurance company to the relevant vote. Update insurance claim register.</p> <p>The problems encountered when implementing the insurance activity are directorates are not informing the BTO of the new acquisitions and stolen assets for insurance additions. Directorates are submitting insufficient information for insurance claims and are not adhering to the terms of the insurance contract. i.e. late submissions</p> <p>The strategic objectives of this function are to: To ensure all the Council assets as per asset register are insured.</p> <p>The key issues for 2010/11 are: To review the fixed asset register to comply with GRAP and ensuring that the fixed assets are at the market value for the insurance purposes.</p> <p>CREDITORS</p> <p>PAYROLL: SENIOR ACCOUNTANT: MS A. BARKHUIZEN Administer payment of salaries and allowances. Monthly reconciliation of salaries. Payroll runs on the Friday closest to the 25th of each month where salaries are transferred electronically to staff members bank accounts .Payments made to the Pension Funds, SDL, PAYE and UIF as well as other salary deductions due, are done before the 7th of the following month. Segregation of duties between the pay office and human resources must take place during the 2010/2011 financial year as the pay office is doing far too many of human resources tasks and this creates a financial risk.</p> <p>CREDITORS PAYMENTS. SENIOR CREDITORS CLERK: MS T. AJAH CREDITOR'S CLERK: MS. T MAMA Administer payment of creditors. Creditors to be paid within 30 days of invoice date on a monthly basis, statements of creditors reconciled with the orders/requisitions issued- This has been a challenge seeing that not all documentation relating to these payment s have been received in time as well as the ongoing cash flow problem within the Municipality- resulting that creditors not being paid within 30 days. Direct payments are done on a day to day basis for emergencies ,accommodation ,travelling and temporary wages As from 1 January 2010 we have been able to implement more functions relating to creditors payment process and all cheques have been printed and no manual cheques issued.</p> <p>STORES: STOREKEEPER: MS D. RUDMAN ASS. STORE KEEPER:MR.G TISANI</p>

Function: Sub Function:	Finance Finance
Reporting Level	Detail
	<p>Execute control over stock/stores -Buying and controlling of stock which includes stationery, petrol and diesel, water meters etc.. Stocking taking at year end will no longer involve the participation of the storekeeper and Ass. Store Keeper, but will be done by the internal auditor and delegated staff members.</p> <p>The strategic objectives of this function are to:</p> <p>Creditors: To utilise all the functions available on the creditors-abakus system in order to be more effective on directs/creditors payments</p> <p>The key issues for 2010/11 are:</p> <ul style="list-style-type: none"> • To get all expenditure processes computerised <p>SUPPLY CHAIN UNIT</p> <p>During the 2010 Financial Year, the two members of the Unit continue to work under difficult and uncomfortable conditions. The physical size of the office as well as noise levels from the adjacent yard tended to make the smooth operation of the Unit rather difficult. The lack of office and document storage (archive) space are challenges which still need to be addressed.</p> <p>Although tendering procedures and many other provisions of the Supply Chain Management Policy were adhered to, many deviations, mostly relating to the Informal and Formal Written Quotation provisions, occurred on a regular basis. Management of the Unit was mostly restricted to providing guidance/advice, Supplier Database and Formal Tender (Committee System) matters. There is also a general tendency of requesting departments to attempt to work around the provisions of the Supply Chain Regulations rather than adhering to the legislated processes.</p> <p>Other challenges include the lack of central co-ordination regarding Supply Chain matters such as bid notice preparation, bid committee minutes and agendas, notice placement and other related issues, notwithstanding the processes contained within the Supply Chain Management Policy.</p> <p>The empowering and obtaining of commitment to the legal parameters of the Supply Chain Management process in terms of the Municipal Finance Management Act remains the biggest challenge facing both the Unit and Municipality as a whole. During the course of the 2009 audit, many issues were identified and the standard of operation of the Unit was unsatisfactory.</p> <p>The Municipal Asset Transfer Regulations, which contain stringent procedures and requirements relating to the disposal of municipal assets, need to be incorporated or referenced into the Supply Chain Management Policy and adhered to by all parties.</p> <p>Draft Preferential Procurement Regulations were issued in August 2009, which, once effective, will also have a considerable impact on the Supply Chain Management Policy in that the Preferences Management section of the policy will need to be revised.</p> <p>It is suggested that workshops be convened at the highest level to:</p>

Function: Sub Function:	Finance Finance
Reporting Level	Detail
	<ol style="list-style-type: none"> 1. Address and finalise systems, procedures, accountabilities, education and empowerment issues relating to Supply Chain matters. It is vital that the Municipality complies with all relevant provisions of the Municipal Finance Management Act. 2. Review the Supply Chain Management Policy, with particular reference to new legislation and regulations. 3. There is also a need to refine the Policy to take account of matters relating to the specific situation in the Ndlambe Municipality's area of jurisdiction, particularly the methods used to equitably distribute certain categories of procurements. <p>REVENUE</p> <p>Overview: Financial Administration function within Ndlambe Municipality covers a wide range of functions which are of an administrative nature. The department provides billing, revenue collections and other services to internal departments.</p> <p>One of the critical functions of the department is to continuously, monitor expenditure and give advice to other directorates to ensure that expenditure is within approved budget. Financial management is not only inward focussed, it provides a wide range of services to local communities. It serves as a delivery mechanism for free basic services.</p> <p>Free Basic Services Financial function is responsible for facilitating an enabling environment for the implementation of free basic services by developing policies to be approved by council. It is through these policies that local communities can access this services. Communities are assisted by the Finance department to apply for these services and thereafter facilitate payment for such services.</p> <p>Service Delivery Finance plays an indirect role in service delivery. Continuity, of service delivery is to a great degree dependent on available cash resources, these resources are generated through various billing activities, collections of payments due are done by the finance department.</p> <p>Property Valuations Levy of rates, for the 2009/2010 financial year was delayed by the availability of the valuation roll. Valuers were appointed to prepare a valuation roll aligned to the Local Government Municipal: Property Rates Act, No.6 of 2004. The service level agreement signed with the service provider stipulated that the General Valuation roll be made available to the municipality in 2008 for implementation in July 2009. The service provider could not honour the agreed date. The provincial valuations directorate, municipality and the service provider held meetings to reschedule delivery timeframes. The finance department requested an extension of the roll that was to be replaced to avoid a possibility of a cash flow problem. The request was turned down by the</p>

Function: Sub Function:	Finance Finance
Reporting Level	Detail
	<p>provincial valuations directorate as authorising an extension would not have been legal.</p> <p>Therefore, the municipality had to wait for a new roll to be submitted by the valuers. The general valuation roll submitted by the service provider had lots of errors that were identified during the inspection process, as a result the municipality had to ask the service provider to redo the valuation roll.</p> <p>The delays in submissions and the errors led to the valuation roll being implemented only in October 2009. This resulted in cashflow problems, and higher rates instalment as the rates had to be raised and paid over a 9 months period instead of 12 months. The valuation errors identified had an influence in other processes. Objection, review and appeal processes were delayed. These processes, were not only delayed but they were costly to us in terms of the number of appeals to be handled by the appeal board. Some ratepayers had to pay higher rates due to incorrect values, others refused to pay for rates on properties that were not supposed to have been valued. This process strained the relationship between municipality and the public.</p> <p>The problems around general valuation limited our ability to raise and collect rates that were due to the municipality.</p> <p>Strategic Objectives The revenue division of the finance directorate would like to identify the following strategic objectives which will contribute towards achievement of the municipality's strategic objectives;</p> <ul style="list-style-type: none"> • Creation and maintenance of a credible valuation roll • Building and maintenance of a good customer relationship • Creation and maintenance an internal customer approach when serving other internal departments. • Reduction of errors in billing • Ensuring maximum collection of municipal revenue through billing and revenue collection. • Capacitating of departmental staff <p>Key issues for 2010/2011 financial year As a short term goal, in 2010/2011 financial year, the focus will be on the following issues, which are critical for service delivery and financial viability of Ndlambe Municipality, these will include but not limited to the list below;</p> <ul style="list-style-type: none"> • Resourcing the department • Capacitating staff • Improving billing and credit control information system/reports • Increasing the number of registered indigents • Reduce account queries • Shorten account query response time • Increasing debt collection efforts • Improving customer relations <p>The current statics provided on the departmental tasks were achieved within the operating environment and issues described above. The strategic objectives and key issues identified above are critical to ensure</p>

Function: Finance					
Sub Function: Finance					
Reporting Level		Detail			
		achievement Municipal strategic objectives of financial administration and performance.			
Analysis of the Function:		Statistical information from finance records for 2009/2010 financial year		Totals	
1		Debtor billings: See Annexure 1.2.4			
2		Debtor collections: See Annexure 1.2.5			
3		Debtor analysis: See Annexure 1.2.6			
4		Write off of debts: See Annexure 1.2.7			
5		Property rates (Residential and Commercial): See Annexure 1.2.8			
6		Rates collectable for current year See Annexure 1.2.9			
8		Property valuation: See Annexure 1.2.10			
9		Indigent Policy: See Annexure 1.2.11			
10		Creditor Payments: <List creditors here> Note: create a suitable table to reflect the five largest creditors individually, with the amount outstanding over 30, 60, 90 and 120 plus days		<i>R (000s)</i> <value>	<age>
11		Credit Rating: To date the Ndlambe Municipality has not obtained a credit rating. It would be in our interest to obtained a credit rating within the next financial year. The intention of the credit rating is not to raise any credit but to be used as an independent rating of our financial sustainability and to give comfort to customers that we will be operating as a going concern.			

Function:		Finance	
Sub Function:		Finance	
Reporting Level	Detail		
12	External Loans: Awaiting information from DBSA - Total loans received and paid during the year Note: Create a suitable table to reflect the balance of each external loan at the beginning of the year, new loans raised during the year and loans repaid during the year as well as the balance at the end of the year. Interest rates payable on each loan, together with the date of repayment should be also disclosed in the table.	<i>R (000s)</i>	<i>R (000s)</i>
		<received>	<paid>
13	Delayed and Default Payments: The Ndlambe Municipality did not delay any statutory payment of any nature during the 2009/2010 financial year that were of a material or lesser nature		

1.5 Planning and Development function's performance (Infrastructural Development)

Function:	Planning and Development		
Sub Function:	Economic Development		
Reporting Level	Detail	Total	
Overview:	Includes all activities associated with economic development initiatives		
Description of the Activity:	The function of economic planning / development within the municipality is administered as follows and includes:		
	<i><List administration of each function here: this should detail what is offered, and how it is offered to the community></i> <i>The Municipality has to identify suitable land for Low Cost Housing</i> <i>Submission of Applications for Housing Projects to the Department of Housing</i> <i>The Administration of Beneficiary Lists</i>		
	These services extend to include <i><function/area></i> , but do not take account of <i><function/area></i> which resides within the jurisdiction of <i><national/provincial/other private sector></i> government. The municipality has a mandate to:		
	<i><List here> Implement the projects</i>		
	The strategic objectives of this function are to:		
	<i><List here> Implement the projects for people to have shelter</i>		
	The key issues for 2010/11 are:		
	<i><List here></i> <i>Bulk Water</i> <i>Eradication of Squatter areas</i> <i>Identification of land for Kanton on Sea community</i> <i>Identification of Land for Kanton-on-Sea Community</i>		
Analysis of the Function: 1	<i><Provide statistical information on (as a minimum):></i>		
	Number and cost to employer of all economic development personnel:		<i>R (000s)</i>
	- Professional (Directors / Managers)	<i><total></i>	<i><cost></i>
	- Non-professional (Clerical / Administrative)	<i><total></i>	<i><cost></i>
	- Temporary	<i><total></i>	<i><cost></i>
	- Contract	<i><total></i>	<i><cost></i>
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package		
	Detail and cost of incentives for business investment:		<i>R (000s)</i>
	<i><list details></i>		<i><cost></i>
	Note: list incentives by project, with total actual cost to municipality for year		

Function:	Planning and Development		
Sub Function:	Economic Development		
Reporting Level	Detail	Total	
5	Detail and cost of other urban renewal strategies:		R (000s)
	<list details>		<cost>
	Note: list strategies by project, with total actual cost to municipality for year		
6	Detail and cost of other rural development strategies:		R (000s)
	<list details>		<cost>
	Note: list strategies by project, with total actual cost to municipality for year		
6	Number of people employed through job creation schemes:		
	- Short-term employment	<number>	
	<Provide statistical information on (as a minimum):>		
	Number and cost to employer of all economic development personnel:		R (000s)
	- Professional (Directors / Managers)	<total>	<cost>
	- Non-professional (Clerical / Administrative)	<total>	<cost>
	- Temporary	<total>	<cost>
	- Contract	<total>	<cost>
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package		
	Detail and cost of incentives for business investment:		R (000s)
	<list details>		<cost>
	Note: list incentives by project, with total actual cost to municipality for year		
	Detail and cost of other urban renewal strategies:		R (000s)
	<list details>		<cost>
	Note: list strategies by project, with total actual cost to municipality for year		
	Detail and cost of other rural development strategies:		R (000s)
	<list details>		<cost>
	Note: list strategies by project, with total actual cost to municipality for year		
	Number of people employed through job creation schemes:		
	- Short-term employment	<number>	
	- Long-term employment	<number>	
	Note: total number to be calculated on full-time equivalent (FTE) basis, and should only be based on direct employment as a result of municipal initiatives		
	Number and cost to employer of all Building Inspectors employed:		R (000s)
	- Number of Building Inspectors	<number>	<value>
	- Temporary		
	- Contract		
	Note: total number to be calculated on a full-time equivalent (FTE) basis, total cost to include total salary package		
	Details of building plans:		
	- Number of building plans approved	<number>	
	- Value of building plans approved	<value>	

Function:	Planning and Development		
Sub Function:	Economic Development		
Reporting Level	Detail	Total	
Reporting Level	Detail	Total	
	Note: Figures should be aggregated over year to include building plan approvals only		
7	Type and number of grants and subsidies received:		<i>R (000s)</i>
	<i><list each grant or subsidy separately></i>	<i><total></i>	<i><value></i>
	Note: total value of specific planning and development grants actually received during year to be recorded over the five quarters - Apr to Jun last year, Jul to Sep, Oct to Dec, Jan to Mar, Apr to Jun this year.		

1.6 Community and social services function's performance (Community protection service)

Function:	Community and Social Services		
Sub Function:	All inclusive		
Reporting Level	Detail	Total	
Overview:	Includes all activities associated with the provision of community and social services		
Description of the Activity:	<p>The function of provision of various community and social services within the municipality is administered as follows and includes:</p> <p>The function of the municipality pertaining to libraries is to run and provide Services on behalf of the Provincial Government. The Following are the Libraries that are under the jurisdiction of Ndlambe Municipality</p> <ul style="list-style-type: none"> • Port Alfred Library • Bathurst Library • Nolukhanyo Library • Kenton Library • Ekuphumleni Library • Marsselle Library • Alexandria Library <p>The Municipality with the province is exploring a possibility of having one more library at Nemato (Port Alfred) to accommodate previously disadvantaged community.</p> <p>These services extend to include <function/area>, but do not take account of <function/area> which resides within the jurisdiction of <national/provincial/other private sector> government. The municipality has a mandate to:</p> <p><List here></p> <p>The strategic objectives of this function are to:</p> <p>Enhance to information services and knowledge resources for public through provision of libraries and information resources.</p> <p>The key issues for 2010/11 are:</p> <p>Increase of awareness programmes for communities.</p> <p>Increase number of existing Libraries.</p> <p>Computerisation of Libraries</p> <p><Provide statistical information on (as a minimum):></p> <p><i>Nature and extent of facilities provided:</i></p> <ul style="list-style-type: none"> - Library services - Museums and art galleries - Other community halls/facilities 		
Analysis of the Function:			
1		no of facilities: <number>	no of users: <number>
		<number>	<number>
		<number>	<number>

Function: Community and Social Services		Sub Function: All inclusive	
Reporting Level	Detail	Total	
2	- Cemeteries and crematoriums	<number>	<number>
	- Child care (including creches etc)	<number>	<number>
	- Aged care (including aged homes, home help)	<number>	<number>
	- Schools	<number>	<number>
	- Sporting facilities (specify)	<number>	<number>
	- Parks	<sq km>	<number>
	Note: the facilities figure should agree with the assets register		
	Number and cost to employer of all personnel associated with each community services function:		
	- Library services	<total>	<cost>
	- Museums and art galleries	<total>	<cost>
	- Other community halls/facilities	<total>	<cost>
	- Cemeteries and crematoriums	<total>	<cost>
	- Child care	<total>	<cost>
	- Aged care	<total>	<cost>
	- Schools	<total>	<cost>
	- Sporting facilities	<total>	<cost>
	- Parks	<total>	<cost>
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package		
6	Total operating cost of community and social services function		R (000s)
Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target
Approved HIV/AIDS strategy;	< List here the actual performance achieved over the financial year, and the variance between performance planned and actual performance, providing an explanation of the variance. Also provide details of any improvements planned for next year.		
Approved Disaster management policy frameworks and plans (Metro and DM)			

1.7 Housing function's performance (Infrastructural Development)

Function: Housing		Sub Function: N/A	
Reporting Level	Detail	Total	
Overview:	Includes all activities associated with provision of housing		
Description of the Activity:	<p>The function of provision of housing within the municipality is administered as follows and includes:</p> <ul style="list-style-type: none"> <i>The Municipality has to identify suitable land for Low Cost Housing</i> <i>Submission of Applications for Housing Projects to the Department of Housing</i> <i>The Administration of Beneficiary Lists</i> <p>The municipality has a mandate to:</p> <p><i>Implement the projects</i></p> <p>The strategic objectives of this function are to:</p> <p><i>Implement the projects for people to have shelter</i></p> <p>The key issues for 2010/11 are:</p> <ul style="list-style-type: none"> <i>Bulk Water</i> <i>Eradication of Squatter areas</i> <i>Identification of land for Kanton on Sea, Alexandria (Kwanonkqubela) and Bathurst communities</i> 		
Analysis of the Function:	<Provide statistical information on (as a minimum):>		
1	<p>Number and cost of all personnel associated with provision of municipal housing:</p> <ul style="list-style-type: none"> - Office (Clerical/Administration) <p>Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package. Professional includes project design, Field includes all tradespersons.</p>	7	R (1509294) 1509294
2	<p>Number and total value of housing projects planned and current:</p> <ul style="list-style-type: none"> - Current (financial year after year reported on) - Planned (future years) 	5 8	R (2650525) 114696000 to be calculated per the rate at the

Function: Housing			
Sub Function: N/A			
Reporting Level	Detail	Total	
3	Note: provide total project and project value as per initial or revised budget		<i>time of approval</i>
	Total type, number and value of housing provided: <list details by type of dwelling, see below>	784	R (8 000 000) 56448000
	Note: total number and total value of housing provided during financial year		
4	Total number and value of rent received from municipal owned rental units		R (000s)
	<list details, including number of units handed over to residents>	<total>	<value>
5	Estimated backlog in number of (and costs to build) housing: <list details by type of dwelling, see below>	7040	To be calculated per the rate at the time of approval
6	Note: total number should appear in IDP, and cost in future budgeted capital housing programmes	<total>	<cost>
	Type of habitat breakdown:		
	- number of people living in a house or brick structure	8863 (RDP)	
	- number of people living in a traditional dwelling	No info	
	- number of people living in a flat in a block of flats	104 (Row Houses)	
	- number of people living in a town/cluster/semi-detached group dwelling	125	
7	- number of people living in an informal dwelling or shack	10 000	
	- number of people living in a room/flatlet	No info	
Reporting Level	Detail	Total	
7	Type and number of grants and subsidies received:		R (000s)
	<list each grant or subsidy separately>	784	56448000
	Note: total value of specific housing grants actually received during year to be recorded over the five quarters - Apr to Jun last year, Jul to Sep, Oct to Dec, Jan to Mar, Apr to Jun this year.		
8	Total operating cost of housing function		R (000s)

Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target
<List at least five key performance areas relative to the above function as articulated in the 200X/0Y budget here>	<p>< List here the actual performance achieved over the financial year, and the variance between performance planned and actual performance, providing an explanation of the variance. Also provide details of any improvements planned for next year.</p> <ol style="list-style-type: none"> 1. Achieved 784 new structures with services 2. Able to put services on 784 3. The planned was 7040 <p>That planned could no be achieved because of bulk services</p>		

1.8 Waste management function's performance (Community protection)

Function: Waste Management Sub Function: Solid Waste			
Reporting Level	Detail	Total	
Overview:	Includes refuse removal, solid waste disposal and landfill, street cleaning and recycling		
Description of the Activity:	<p>The refuse collection functions of the municipality are administered as follows and include:</p> <ul style="list-style-type: none"> Collection, transportation and disposal of household refuse and garden refuse, collected weekly. Collection, transportation and disposal of business refuse, collected either bi-weekly or weekly Maintenance (when necessary) and daily cleansing of public ablution facilities along beaches and CBD. Street sweeping and picking up litter on an ongoing basis. Management of nine waste disposal sites. <p>These services extend to include Alexandria, Bathurst, Boknes, Bushmans' River Mouth, Cannon Rocks, Kenton-on-Sea, Kleinemonde/Seafeld and Port Alfred. but do not take account of <function/area> which resides within the jurisdiction of <national/provincial/other private sector> government. The municipality has a mandate to:</p> <ul style="list-style-type: none"> To carry out all the abovementioned activities within its highly limited resources. <p>The strategic objectives of this function are to:</p> <ul style="list-style-type: none"> To render an effective waste management service to the public in accordance with the (very limited) resources at its disposal. 		

Function: Waste Management			
Sub Function: Solid Waste			
Reporting Level	Detail	Total	
Analysis of the Function: 1	<i>The key issues for 2010/11 are:</i> Authorisation/licensing of transfer stations and/or waste disposal sites. Remodelling of the tariff structure for waste removal service. Fencing of the Port Alfred and Bushmans' River Mouth sites (in Capital Investment).		
	<Provide statistical information on (as a minimum):> Number and cost to employer of all personnel associated with refuse removal: - Professional (Engineers/Consultants)	nil	R (000s) nil
	- Field (Supervisors/Foremen)	7	<cost>
	- Office (Clerical/Administration)	2	<cost>
2	- Non-professional (blue collar, outside workforce)	52	<cost>
	- Temporary	nil	nil
	- Contract	nil	nil
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package Number of households receiving regular refuse removal services, and frequency and cost of service:		R (000s)
3	- Removed by municipality at least once a week	<total>	<cost>
	- Removed by municipality less often	<total>	<cost>
	- Communal refuse dump used	<total>	<cost>
	- Own refuse dump	<total>	
4	- No rubbish disposal	<total>	
	Note: if other intervals of services are available, please provide details Total and projected tonnage of all refuse disposed:		
	- Domestic/Commercial	<current>	<future>
	- Garden	<current>	<future>
5	Note: provide total tonnage for current and future years activity Total number, capacity and life expectancy of refuse disposal sites:		
	- Domestic/Commercial (7)	<capacity>	5 yrs est.
	- Garden (2)	<capacity>	2 yrs est.
	Note: provide the number of tip sites, their total current capacity and the expected lifespan as at end of reporting period		
Reporting Level	Detail	Total	
5	Anticipated expansion of refuse removal service:		R (000s)
	- Domestic/Commercial	<total>	<cost>
	- Garden	<total>	<cost>

Function: Waste Management			
Sub Function: Solid Waste			
Reporting Level	Detail	Total	
6	Note: provide total number of households anticipated to benefit and total additional operating cost per year to the municipality		
	Free Basic Service Provision:		
	- Quantity (number of households affected) - Quantum (value to each household)	<total> <value>	
7	Note: Provide details of how many households receive the FBS provision, and the average value it means per household. Describe in detail the level of Free Basic Services provided.		
	Total operating cost of solid waste management function		R (000s)

1.9 Waste water management (Infrastructural Development)

Function: Waste Water Management			
Sub Function: Sewerage etc			
Reporting Level	Detail	Total	Cost
Overview:	Includes provision of sewerage services not including infrastructure and water purification, also includes toilet facilities		
Description of the Activity:	<p>The sewerage functions of the municipality are administered as follows and include:</p> <p><List administration of each function here: this should detail what is offered, and how it is offered to the community></p> <p>These services extend to include <function/area>, but do not take account of <function/area> which resides within the jurisdiction of <national/provincial/other private sector> government. The municipality has a mandate to:</p> <p><List here></p> <p>The strategic objectives of this function are to:</p> <p><List here></p> <p>The key issues for 2010/11 are:</p> <p><List here></p>		
Analysis of the Function:	<Provide statistical information on (as a minimum):>		
1	<p>Number and cost to employer of all personnel associated with sewerage functions:</p> <p>- Professional (Engineers/Consultants)</p> <p>- Field (Supervisors/Foremen)</p>	<p><total></p> <p><total></p>	<p>R (000s)</p> <p><cost></p> <p><cost></p>

Function: Waste Water Management				
Sub Function: Sewerage etc				
Reporting Level	Detail	Total	Cost	
2	- Office (Clerical/Administration)	<total>	<cost>	
	- Non-professional (blue collar, outside workforce)	<total>	<cost>	
	- Temporary	<total>	<cost>	
	- Contract	<total>	<cost>	
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package			
	Number of households with sewerage services, and type and cost of service:		R (000s)	
	- Flush toilet (connected to sewerage system)	<total>	<cost>	
	- Flush toilet (with septic tank)	<total>	<cost>	
	- Chemical toilet	<total>	<cost>	
	- Pit latrine with ventilation	<total>	<cost>	
3	- Pit latrine without ventilation	<total>	<cost>	
	- Bucket latrine	<total>	<cost>	
	- No toilet provision	<total>	<cost>	
	Note: if other types of services are available, please provide details			
	Anticipated expansion of sewerage:		R (000s)	
	- Flush/chemical toilet	<total>	<cost>	
		<total>	<cost>	
		<total>	<cost>	
		<total>	<cost>	
		<total>	<cost>	
4	- No toilet provision	<total>	<cost>	
	Note: provide total number of households anticipated to benefit and total additional operating cost per year to the municipality			
	Free Basic Service Provision:			
	- Quantity (number of households affected)	<total>		
	- Quantum (value to each household)	<value>		
	Reporting Level	Detail	Total	Cost
		Note: Provide details of how many households receive the FBS provision, and the average value it means per household. Describe in detail the level of Free Basic Services provided.		
		Total operating cost of sewerage function		R (000s)
	5			

1.10 Road maintenance's function's performance (Infrastructural Development)

Function: Road Transport Sub Function: Roads			
Reporting Level	Detail	Total	Cost
Overview:	Construction and maintenance of roads within the municipality's jurisdiction		
Description of the Activity:	<p>The road maintenance and construction responsibilities of the municipality are administered as follows and include:</p> <p><i><List administration of each function here: this should detail what is offered, and how it is offered to the community></i></p> <p>These services extend to include <i><function/area></i>, but do not take account of <i><function/area></i> which resides within the jurisdiction of <i><national/provincial/other private sector></i> government. The municipality has a mandate to:</p> <p><i><List here></i></p> <p>The strategic objectives of this function are to:</p> <p><i><List here></i></p> <p>The key issues for 2010/11 are:</p> <p><i><List here></i></p>		
Analysis of the Function:	<p><i><Provide statistical information on (as a minimum):></i></p> <p>Number and cost to employer of all personnel associated with road maintenance and construction:</p> <p>- Professional (Engineers/Consultants)</p>		
1		<i><total></i>	<i>R (000s)</i> <i><cost></i>

Function: Road Transport		Sub Function: Roads	
Reporting Level	Detail	Total	Cost
2	- Field (Supervisors/Foremen)	<total>	<cost>
	- Office (Clerical/Administration)	<total>	<cost>
	- Non-professional (blue collar, outside workforce)	<total>	<cost>
	- Temporary	<total>	<cost>
	- Contract	<total>	<cost>
3	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package		
	Total number, kilometres and total value of road projects planned and current:		R (000s)
	- New bitumenised (number)	<kms>	<cost>
	- Existing re-tarred (number)	<kms>	<cost>
	- New gravel (number)	<kms>	<cost>
4	- Existing re-sheeted (number)	<kms>	<cost>
	Note: if other types of road projects, please provide details		
	Total kilometres and maintenance cost associated with existing roads provided		R (000s)
	- Tar	<total>	<cost>
	- Gravel	<total>	<cost>
5	Note: if other types of road provided, please provide details		
	Average frequency and cost of re-tarring, re-sheeting roads		R (000s)
	- Tar	<total>	<cost>
	- Gravel		
	Note: based on maintenance records		
6	Estimated backlog in number of roads, showing kilometres and capital cost		R (000s)
	- Tar	<total>	<cost>
	- Gravel		
	Reporting Level	Total	Cost
	Note: total number should appear in IDP, and cost in future budgeted road construction programme		
7	Type and number of grants and subsidies received:		R (000s)
	<list each grant or subsidy separately>	<total>	<value>
	Note: total value of specific road grants actually received during year to be recorded over the five quarters - Apr to Jun this year, Jul to Sep, Oct to Dec, Jan to Mar, Apr to Jun this year.		
	Total operating cost of road construction and maintenance function		R (000s)

1.11 Water distribution function's performance (Infrastructural Development)

Function: Water Sub Function: Water Distribution			
Reporting Level	Detail	Total	Cost
Overview:	Includes the bulk purchase and distribution of water		
Description of the Activity:	<p>The water purchase and distribution functions of the municipality are administered as follows and include:</p> <p><i><List administration of each function here: this should detail what is offered, and how it is offered to the community></i></p> <p><i>These services extend to include <function/area>, but do not take account of <function/area> which sits within the jurisdiction of <national/provincial/other private sector> government. The municipality has a mandate to:</i></p> <p><i><List here></i></p> <p><i>The strategic objectives of this function are to:</i></p> <p><i><List here></i></p> <p><i>The key issues for 2010/11 are:</i></p> <p><i><List here></i></p>		

Function: Water			
Sub Function: Water Distribution			
Reporting Level	Detail	Total	Cost
1	<Provide statistical information on (as a minimum):>		
	Number and cost to employer of all personnel associated with the water distribution function:		R (000s)
	- Professional (Engineers/Consultants)	<total>	<cost>
	- Field (Supervisors/Foremen)	<total>	<cost>
	- Office (Clerical/Administration)	<total>	<cost>
	- Non-professional (blue collar, outside workforce)	<total>	<cost>
	- Temporary	<total>	<cost>
	- Contract	<total>	<cost>
2	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package.		
	Percentage of total water usage per month		
3	<Insert table showing monthly water usage >	<volume>	<volume>
	Note: this will therefore highlight percentage of total water stock used per month		
	Total volume and cost of bulk water purchases in kilolitres and rand, by category of consumer		R (000s)
	- Category 1 <insert here>	<volume>	<cost>
	- Category 2 <insert here>	<volume>	<cost>
4	- Category 3 <insert here>	<volume>	<cost>
	- Category 4 <insert here>	<volume>	<cost>
	Total volume and receipts for bulk water sales in kilolitres and rand, by category of consumer:		R (000s)
	- Category 1 <insert here> (total number of households)	<volume>	<cost>
	- Category 2 <insert here> (total number of households)	<volume>	<cost>
5	- Category 3 <insert here> (total number of households)	<volume>	<cost>
	- Category 4 <insert here> (total number of households)	<volume>	<cost>
	Total year-to-date water losses in kilolitres and rand		R (000s)
	<detail total>	<volume>	<cost>

Function: Water			
Sub Function: Water Distribution			
Reporting Level	Detail	Total	Cost
Reporting Level	<i>Detail</i>	Total	Cost
6	<i>Number of households with water service, and type and cost of service:</i> - Piped water inside dwelling - Piped water inside yard - Piped water on community stand: distance < 200m from dwelling - Piped water on community stand: distance > 200m from dwelling - Borehole - Spring - Rain-water tank <i>Note: if other types of services are available, please provide details</i>	<total> <total> <total> <total> <total> <total> <total>	R (000s) <cost> <cost> <cost> <cost> <cost> <cost>
7	<i>Number and cost of new connections:</i>		R (000s)
8	<detail total> <i>Number and cost of disconnections and reconnections:</i> <detail total>	<number> <number>	<cost> R (000s) <cost>
9	<i>Number and total value of water projects planned and current:</i> - Current (financial year after year reported on) - Planned (future years) <i>Note: provide total project and project value as per initial or revised budget</i>	<total> <total>	R (000s) <cost> `
10	<i>Anticipated expansion of water service:</i> - Piped water inside dwelling - Piped water inside yard - Piped water on community stand: distance < 200m from dwelling - Piped water on community stand: distance > 200m from dwelling - Borehole - Spring	<total> <total> <total> <total> <total> <total>	R (000s) <cost> <cost> <cost> <cost> <cost>

Function: Water		Sub Function: Water Distribution	
Reporting Level	Detail	Total	Cost
11	- Rain-water tank	<total>	<cost>
	<i>Note: provide total number of households anticipated to benefit and total additional operating cost per year to the municipality</i>		
	<i>Estimated backlog in number (and cost to provide) water connection:</i>		R (000s)
	- Piped water inside dwelling	<total>	<cost>
	- Piped water inside yard	<total>	<cost>
	- Piped water on community stand: distance < 200m from dwelling	<total>	<cost>
	- Piped water on community stand: distance > 200m from dwelling	<total>	<cost>
	- Borehole	<total>	<cost>
	- Spring	<total>	<cost>
	- Rain-water tank	<total>	<cost>
12	<i>Note: total number should appear in IDP, and cost in future budgeted capital housing programmes</i>		
	<i>Free Basic Service Provision:</i>		
	- Quantity (number of households affected)	<total>	
13	- Quantum (value to each household)	<value>	
	<i>Note: Provide details of how many households receive the FBS provision, and the average value it means per household. Describe in detail the level of Free Basic Services provided.</i>		
	<i>Type and number of grants and subsidies received:</i>		R (000s)
	<list each grant or subsidy separately>	<total>	<value>
14	<i>Note: total value of specific water grants actually received during year to be recorded over the five quarters - Apr to Jun last year, Jul to Sep, Oct to Dec, Jan to Mar, Apr to Jun this year.</i>		
	<i>Total operating cost of water distribution function</i>		R (000s)

1.12 Electricity distribution function's performance (Infrastructural Development)

Function: Electricity			
Sub Function: Electricity Distribution			
Reporting Level	Detail	Total	Cost
Overview:	Includes the bulk purchase and distribution of electricity		
Description of the Activity:	<p>The electricity purchase and distribution functions of the municipality are administered as follows and include:</p> <p><i><List administration of each function here: this should detail what is offered, and how it is offered to the community></i></p> <p>These services extend to include <i><function/area></i>, but do not take account of <i><function/area></i> which resides within the jurisdiction of <i><national/provincial/other private sector></i> government. The municipality has a mandate to:</p> <p><i><List here></i></p> <p>The strategic objectives of this function are to:</p> <p><i><List here></i></p> <p>The key issues for 2010/11 are:</p> <p><i><List here></i></p>		
Analysis of the Function:	<i><Provide statistical information on (as a minimum):></i>		
1	<p>Number and cost to employer of all personnel associated with the electricity distribution function:</p> <ul style="list-style-type: none"> - Professional (Engineers/Consultants) 	<i><total></i>	<i>R (000s)</i> <i><cost></i>

Function: Electricity			
Sub Function: Electricity Distribution			
Reporting Level	Detail	Total	Cost
2	- Field (Supervisors/Foremen)	<total>	<cost>
	- Office (Clerical/Administration)	<total>	<cost>
	- Non-professional (blue collar, outside workforce)	<total>	<cost>
	- Temporary	<total>	<cost>
	- Contract	<total>	<cost>
	Note: total number to be calculated on full-time equivalent (FTE) basis, total cost to include total salary package.		
	Total quantity and cost of bulk electricity purchases in kilowatt hours and rand, by category of consumer		R (000s)
	- Residential	<volume>	<cost>
	- Commercial	<volume>	<cost>
	- Industrial	<volume>	<cost>
3	- Mining	<volume>	<cost>
	- Agriculture	<volume>	<cost>
	- Other	<volume>	<cost>
	Total quantity and receipts for bulk electricity sales in kilowatt hours and rand, by category of consumer:		R (000s)
	- Household	<volume>	<cost>
	- Commercial	<volume>	<cost>
	- Industrial	<volume>	<cost>
	- Mining	<volume>	<cost>
	- Agriculture	<volume>	<cost>
	- Other	<volume>	<cost>
4	Total year-to-date electricity losses in kilowatt hours and rand		R (000s)
	<detail total>	<volume>	<cost>
	Number of households with electricity access, and type and cost of service:		R (000s)
	Detail	Total	Cost
	- Electrified areas		
	- Municipal	<total>	<cost>
	- Eskom	<total>	<cost>
	- Alternate energy source		
	- Gas	<total>	<cost>
	- Paraffin	<total>	<cost>
5	- Solar	<total>	<cost>
	- Wood	<total>	<cost>
	- Non electrified	<total>	<cost>
	Note: if other types of services are available, please provide details		
	Number and cost of new connections:		R (000s)
	<detail total>	<volume>	<cost>
	Number and cost of disconnections and reconnections		R (000s)
	<detail total>	<volume>	<cost>
	Number and total value of electrification projects planned and current:		R (000s)
	- Current (financial year after year reported on)	<total>	<cost>
6	- Planned (future years)	<total>	<cost>
	Note: provide total project and project value as per initial or revised budget		
	Anticipated expansion of electricity service:		R (000s)

Function: Electricity			
Sub Function: Electricity Distribution			
Reporting Level	Detail	Total	Cost
10	<detail total> Note: provide total number of households anticipated to benefit and total additional operating cost per year to the municipality	<total>	<cost>
	Estimated backlog in number (and cost to provide) water connection:		R (000s)
11	<detail total> Note: total number should appear in IDP, and cost in future budgeted capital housing programmes	<total>	<cost>
	Free Basic Service Provision:		
12	- Quantity (number of households affected)	<total>	
	- Quantum (value to each household)	<value>	
13	Note: Provide details of how many households receive the FBS provision, and the average value it means per household. Describe in detail the level of Free Basic Services provided.		
	Type and number of grants and subsidies received:		R (000s)
	<list each grant or subsidy separately>	<total>	<value>
	Note: total value of specific electricity grants actually received during year to be recorded over the five quarters - Apr to Jun last year, Jul to Sep, Oct to Dec, Jan to Mar, Apr to Jun this year.		
	Total operating cost of electricity distribution function		R (000s)

1.2 Annexure

1.2.1 Budget to Actual Comparison

2010 FINANCIAL YEAR
SUMMARY BY DIRECTORATE(Budget to actual comparison)

MUNICIPAL MANAGER

	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	<u>Reason for variance</u>
<u>OPERATING INCOME</u>	101 580	101 580	102 000	42 500	
<u>OPERATING EXPENDITURE</u>					
Salaries & Wages	1 348 530	1 297 907	3 404 854	1 076 451	
General Expenses	660 000	334 385	1 845 890	473 604	
Repairs & Maintenance	30 600	579	37 630	2 398	
Capital Charges	3 940	0	900	0	
Capital Expenditure ex Revenue		0	0	0	
Contribution to Funds	0	0	0	0	
Grant Expenditure	0		0	0	
	1 941 490	1 531 291	2 094 531	995 295	
<u>CAPITAL EXPENDITURE</u>	0	0	0	0	
CORPORATE SERVICES					
	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	
<u>OPERATING INCOME</u>	399 280	178 956	4,843,520	92 601	
<u>OPERATING EXPENDITURE</u>					

Salaries & Wages	6 706 590	6 126 424	7,561,733	3 537 891	
General Expenses	2 396 620	1 278 791	5,686,444	716 443	
Repairs & Maintenance	666 500	206 267	703,500	56 977	
Capital Charges	121 000	0	0	0	
Capital Expenditure ex Revenue	180 000	93 182	0	0	
Contribution to Funds	50 000	0	50,000	0	
Grant Expenditure	<u>0</u>				
	10 120 710	7 704 664	14,001,677	4 311 311	
<u>CAPITAL EXPENDITURE</u>	430,000	128,781	1,425,000	0	
FINANCIAL MANAGEMENT					
	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	
<u>OPERATING INCOME</u>	48 851 061	53 944 098	60,470,974	31 104 598	
<u>OPERATING EXPENDITURE</u>					
Salaries & Wages	7,359 590	6 472 040	9,347,208	3 720 640	
General Expenses	9 018 030	19 933 671	13,950,603	1 502 148	
Repairs & Maintenance	94 300	45 052	79,950	2 212	
Capital Charges	209 800	0	0	0	
Capital Expenditure ex Revenue	21 500	0	0	0	
Contribution to Funds	50 000	0	50,000	0	
Grant Expenditure	<u>0</u>	<u>0</u>			
	16 753 220	26 450 763	23,427,761	5 225 000	
<u>CAPITAL EXPENDITURE</u>	734,000	0	800,000	85,015	

COMMUNITY & PROTECTION SERVICES					
	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	
<u>OPERATING INCOME</u>	32 719 964	29 401 141	36 389 000	16 507 809	
<u>OPERATING EXPENDITURE</u>					
Salaries & Wages	22 543 000	21 298 596	24,073,391	11 618 404	
General Expenses	11 634 840	8 069 238	16,835,518	3 543 403	
Repairs & Maintenance	1,719 700	750 688	2,531,430	623 285	
Capital Charges	2 154 490	0	0	0	
Capital Expenditure ex Revenue	230 240	13 851	0	0	
Contribution to Funds	52 850	0	367,850	0	
Grant Expenditure	<u>0</u>	<u>0</u>			
	38 355 120	30 132 373	43,808,189	15 785 092	
<u>CAPITAL EXPENDITURE</u>	174,860	2,650,585	205,000	0	
INFRASTRUCTURAL DEVELOPMENT					
	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	
<u>OPERATING INCOME</u>	100 865 582	93 242 399	96 983 000	41 250 911	
<u>OPERATING EXPENDITURE</u>					
Salaries & Wages	21 687 970	22 244 405	23,117,138	12 833 676	
General Expenses	48 399 990	54 989 815	67,206,138	27 967 720	
Repairs & Maintenance	7 721 280	3 331 994	9,925,740	1 122 760	
Capital Charges	5 526 330	5 969 941	0	0	

Capital Expenditure ex Revenue	223 800	1 048 493	0	0	
Contribution to Funds	380 360	0	380,360	0	
Grant Expenditure	<u>0</u>	<u>0</u>			
	83 939 730	87 584 648	100,629,376	41 924 156	
<u>CAPITAL EXPENDITURE</u>	22,181,644	39,506,115	34,328,914	11,149,827	
	<u>2010 Budget</u>	<u>2010 Actual</u>	<u>2011 Budget</u>	<u>2011 Actual</u>	

1.2.2 Grants and transfer spending

Grant details			Amount received and spent each quarter											
			1/04/ to 30/06		01/07 to 30/09		01/10 to 30/12		01/01 to 30/03		01/04 to 30/06		Total	
Project name	Donor name	BF amount	Rec.	Spent	Rec.	Spent	Rec.	Spent	Rec.	Spent	Rec.	Spent	Rec.	Spent
Essential Oil	Economic Dev.				1,000,000	37,818	1,000,000	61 481		1,133,323		62,858	2,000,000	1,295,482
IDP Review	CACADU						140,086			1,469.90		35,363.86	140,086	36,833
Libraries	CACADU				26,415			55,609.97	144,526				170,941	55,609
Health Subsidy	Provincial Health		1,402,880	1,402,880					982,015	982,051	701,440.00	701,440	3,086,335	3,086,335
ACIP	DWAF				4,950,528		441,614	322,181		1,543,380	4,508,914	7,187,066	9,901,056	9,052,627
MIG	National Treasury		1,059,961	84,334	5,423,000	4,261,934	5,425,000	3,983,579	4,203,039	7,823,544	3,500,000	668,704	19,611,000	16,821,095
Equitable Share	National Treasury				14,576,130	14,576,130			11,660,887	11,660,887	9,459,926	9,459,926	35,696,943	35,696,943
MSIG	National Treasury				1,300,000	104,787		69,914		143,123		188,265	1,300,000	506,089
FMG	National Treasury				2,000,000	476,020		545,607		340,529		361,443	2,000,000	1,723,599
INEG	DME				4,000,000	1,269,598	1,000,000	5,919,374		1,033,897			5,000,000	8,222,867

Grant details			Amount received and spent each quarter											
			1/04/ to 30/06		01/07 to 30/09		01/10 to 30/12		01/01 to 30/03		01/04 to 30/06		Total	
SETA	LGSETA				102,317	88,919	6,500	27,310	203,953	69,770	52,172	16,786	364,942	202,785.3 3
BLUE FLAG	ECDC						1,664,72 6	929,999		124,214		283,313	1,664,726	1,337,526
PMS	CACADU								131,950			57,347	131,950	57,347
FLOOD RELIEF	CACADU								5,000,000			95,730	5,000,000	95,730
EMERGEN CY WATER	DWAF										1,982,870	485,629	1,982,870	485,629
WATER SERV CAPACITY	DWAF								600,000				600,000	600,000
GRANT FOR LIBRARIES	DSRAC								330,000	36,399		874.70	330,000	37,274
HERIATGE TOURISM	National Heritage	25,414				13,928	75,000	20,077	75,000	82,454		8,470	175,414	124,929
DROUGHT RELIEF PROG	DWAF								500,000	45,353			500,000	45,353

1.2.3 Arrears in property rates and service charges

		Rates	Service Charge	Water	Sewage	Sanitation	Refuse	Electricity	Housing	Legal Fees	Indigent Charge	Sundry
06/10	CURRENT	3 572 842	8 634	1386836.4	244407.8	-7478.39	340952.03	2523408.76	-34206.2	-195 391	-43 176	-820 711
	30 DAYS	1 543 327	167 977	959900.83	379818.3	20047.25	479849.31	743812.6	13216.79	143 359.31	5 529	262 660
	60 DAYS	703 470	160 769	858577.85	336762.3	41279.64	388233.35	369525.94	13507.9	69 736.75	5 465	205 660
	+ 90 DAYS	4 789 445	11 028 126	17725568.6	4549452	115529.54	5228550.97	977213.76	996435.3	2 442 137	958 640	1 265 276
	INTEREST	560 600	2 325 020	795768.23	298349.3	6947.8	426148.88	72730.87	236858.6	24 009.77	114 580	125 941
	HANDOVERS	3 328 464	3 223 189	3984694.98	2404291	75366.74	2580073.13	1118048.95	457397.2	(5 872.40)	22 119	456 543
05/10	CURRENT	3 577 947	45 546	1271840.52	258992.2	-9433.95	384637.52	2077672	-13377.6	-156 107	-37 753	-813 203
	30 DAYS	1 329 858	168 100	1063455.43	392418.8	48336	474080.62	953046.37	13852.99	72 169.02	5 505	262 459
	60 DAYS	690 239	162 971	807079.48	317411.2	16464.06	393326.05	335609.04	13066.91	97 563.13	5 946	208 091
	+ 90 DAYS	4 572 568	11 177 543	17787106	4500203	103755.39	5221187.99	956603.24	1026619	2 429 515	976 778	1 163 983
	INTEREST	541 694	2 354 685	779417.35	290593.4	6358.98	427116.72	69961.35	250879.3	24 111	117 121	117 193
	HANDOVERS	3 365 346	3 291 919	4104467.68	2467271	75306.5	2621306.36	1137043.66	456936.6	-4 978	22 942	454 796
04/10	CURRENT	3 270 666	49 191	1474207.21	277071.5	20791.43	361414.83	2763451.94	-12835.1	-239 796	-33 994	-889 904
	30 DAYS	1 372 013	171 088	1021689.77	374731	25933.78	493938.34	762109.41	13502.98	99 349	6 094	266 933
	60 DAYS	725 313	167 081	998954.04	327680.6	12079.72	397673.72	399357.98	12744.45	116 144	5 417	211 615
	+ 90 DAYS	4 445 822	11 125 726	17446643.9	4393137	109892.86	5129098.48	1051600.24	1031905	2 337 985	973 219	1 066 336
	INTEREST	519 143	2 322 112	755313.59	284188.3	6410.51	413474.33	69223.41	252660	24 117	116 169	109 819

		Rates	Service Charge	Water	Sewage	Sanitation	Refuse	Electricity	Housing	Legal Fees	Indigent Charge	Sundry
	HANDOVERS	3 260 771	3 299 651	4001658.16	2416203	66909.95	2599710.39	1016512.61	437436.1	248	22 861	415 405
03/10	CURRENT	3 257 224	51 982	1309802.64	246090.8	-1239.84	378279.76	2294523.63	-13508.2	-224 736	-26 671	-968 702
	30 DAYS	1 334 003	173 994	1186437.16	380102.4	19330.89	480236.61	781888.31	13076.32	119 019	5 491	270 660
	60 DAYS	653 349	170 854	1190021.2	327327.4	42938.2	394311.01	380673.3	13750.71	109 249	5 330	270 149
	+ 90 DAYS	4201374	11 044 449	16659544.9	4246788	85848	4974277.8	926442.92	1022302	2 250 904	968 584	937 947
	INTEREST	497175.5	2288102.77	721627.83	270081	5823.59	396209.16	63758.24	250700.9	24117.68	115106.56	103036.88
	HANDOVERS	3383964	3324309.31	4053712.42	2444969	66606.46	2617408.62	1054017.07	436245.2	248.24	22780.2	414987.57
02/10	CURRENT	3270561	51253.11	1610449.4	258822.3	-20721.53	406939.2	2503073.09	-14302.1	-206929.58	-27473.55	-936682.11
	30 DAYS	1433984	175641.45	1474691.14	386499	63319.71	495372.68	957927.27	13787.38	114294.63	5432.6	364265.08
	60 DAYS	702976.2	369760.7	1213828.47	554572.1	25575.64	581362.71	376867.01	44922.92	0	8650.92	227238.45
	+ 90 DAYS	3913312	10 744 372	15856328.1	3854445	73666.05	4628577.78	928100.23	978456.9	2269743.62	961769.91	779988.08
	INTEREST	476381.6	2252892.49	687690.36	256870.3	5744.1	379141.57	69141.21	248231	24117.68	114048.08	95246.29
	HANDOVERS	3438488	3333486.09	4069437.17	2452004	66167.82	2632949.91	1059878.15	435365	248.24	22698.81	413598.78
01/10	CURRENT	3167185	50616.89	1869958.58	247565.4	42412.34	415532.31	2503948.3	-14147.9	-294065.67	-33325.35	-803557.28
	30 DAYS	1304544	375003.25	1427346.76	608051.7	43556.04	660577.61	797145.15	45202.24	0	8841.13	280089.38
	60 DAYS	669641.4	192278.56	1011836.6	323511.7	8828.41	416537.47	466610.11	12383.34	98340.27	5397.46	220878.72
	+ 90 DAYS	3835587	10 643 622	15514865.8	3741118	124824.02	4522921.51	1035209.3	968389.2	2190989.22	958674.55	679387.48

		Rates	Service Charge	Water	Sewage	Sanitation	Refuse	Electricity	Housing	Legal Fees	Indigent Charge	Sundry
	INTEREST	468736.1	2222337.17	669838.72	249431.8	6197.73	366992.34	72098.38	245740.4	24117.68	112911.55	89183.39
	HANDOVER S	3234303	3314368.09	3814778.85	2385608	33398.35	2530582.38	819305.48	433806.4	248.24	22613.72	384857.77
12/09	CURRENT	2868269	252498.48	1796364.9	481640.7	78834.37	551386.77	2324972.05	18519.28	-373960.4	-26028.77	-1 049 478
	30 DAYS	1695097	198372.87	1332708.31	412379.6	14584.38	547614.68	1321643.1	13291.75	99832.74	5728.06	306 677
	60 DAYS	912490.7	182382.84	1027442.81	343198.1	21628.72	411891.03	476784.75	13646.8	53185.78	5748.48	228 390
	+ 90 DAYS	3309034	10 477 421	15121174.2	3777054	117595.46	4383562.24	1240691.73	1006341	2164609.29	960187.71	621 908
	INTEREST	433999.1	2152074.72	640874.74	247217.9	5629.68	337232.83	70074.06	243501.7	24122.51	111973.26	84 842
	HANDOVER S	3200472	3403823.59	3677799.67	2128797	34873.93	2502740.67	656612.15	383179.7	248.24	17257.73	350 240
11/09	CURRENT	2744540	61119.34	1697997.38	243947	-49618.11	398167.39	2818472.24	-15269.8	-281696.48	-27973.8	-968449.19
	30 DAYS	2273139	189059.27	1366931.18	435203	45596.82	562760.58	1527662.48	14379.32	53681.15	5891.01	326859.56
	60 DAYS	1956.78	158735.28	998216.44	308248.5	21825.85	378355.65	536573.89	13466.55	91885.8	5333.42	239138.83
	+ 90 DAYS	3438308	10 432 768	14606628.7	3632570	114991.57	4312845.68	1151428.91	1000238	2091643.19	956979.45	468485.17
	INTEREST	408427.8	2035786.92	537862.04	181025.6	5016.76	281902.42	65579.17	235052.9	24122.51	110348.86	80659.22
	HANDOVER S	3229577	3642665.71	3968583	2435953	35061.36	2646950.07	662800.01	416446.7	-619.25	18527.37	325386.71
10/09	CURRENT	2780984	69458.28	1347883.35	372574.6	19042.74	484826.78	2917089.59	-14734.9	-319041.3	-30439.59	-1 075 382
	30 DAYS	3956.78	164876.47	1153839.43	368954.4	29132.18	457113.02	865919.57	13477.6	93426.2	5434.53	286 477
	60 DAYS	4308.4	163858.44	795789.07	306550.1	14766.92	383165.19	433046.89	13246.23	56844.47	6729.18	191 344

		Rates	Service Charge	Water	Sewage	Sanitation	Refuse	Electricity	Housing	Legal Fees	Indigent Charge	Sundry
	+ 90 DAYS	3587016	10 406 746	14484847.4	3609661	104534.03	4305945.3	921395.13	990080.9	2052298.52	951652.57	343 150
	INTEREST	419792.4	2032681.41	553647.5	181056	5319.49	286183.03	73624.48	235723.9	24122.51	110599.95	83 081
	HANDOVERS	3283623	3692273.2	4031739.39	2453660	36381.77	2680655.2	679921.67	418155.8	-17357.56	18527.37	326 086
09/09	CURRENT	-258677	72136.81	1480430.14	428301.7	26351.71	513865.37	2427259.33	-15602.9	-272845.12	-27396.62	-1 048 466
	30 DAYS	8 551	169390.85	1138879.07	396488.5	27 160	519 658	1 734 438	13 820	57 048	6 885	270 285
	60 DAYS	4 091	159331.15	789834.01	314523.2	15 577	453 071	474 737	13 556	232 777	5 384	157 462
	+ 90 DAYS	4 016 895	10 352 163	14430186.2	3509671	95 348	4 209 231	765 149	980 054	1 832 123	948 337	234 024
	INTEREST	474 246	1998384.44	542209.17	168353.2	4 758	286 552	75 741	233 708	24 122	109 314	80 480
	HANDOVERS	3365298	3701307.71	4080113.09	2463493	36 726	2 708 872	684 111	416 495	0	17 890	324 544
08/09	CURRENT	-243 905	79 699	1 500 514	429 430	24 284	558 788	3 510 793	-15 724	-218 414	-24 673	-419 737
	30 DAYS	7 215	165 948	1 133 928	398 800	31 931	640 605	1 329 076	13 659	237 378	5 635	236 739
	60 DAYS	333 416	152 143	687 806	277 572	15 471	327 510	262 649	13 214	2 354	3 251	13 384
	+ 90 DAYS	3 882 912	10 307 002	14 150 076	3 449 632	90 814	4 140 371	679 635	968 649	1 839 915	947 931	245 529
	INTEREST	463 427	1 991 398	537 646	165 501	4 301	281 321	65 240	47 800	24 122	109 115	83 313
	HANDOVERS	3 381 134	3 691 817	4 103 554	2 456 318	37 321	2 703 422	694 316	414 819	-557	18 362	324 159
07/09	CURRENT	106 891	74 561	1 465 424	450 534	14 575	689 514	3 064 891	-16 194	-49 811	-25 485	-143 571
	30 DAYS	600 766	158 175	782 146	324 125	20 974	377 468	527 131	13 411	2 354	3 297	18 362
	60 DAYS	360 520	165 243	718 298	287 081	12 589	349 538	250 440	13 776	67 603	3 986	40 280
	+ 90 DAYS	3 792 154	10 249 359	13 821 227	3 356 629	79 543	4 039 263	650 798	959 661	1780 076	945 418	226182
	INTEREST	455 872	1 976 249	528 093	158 896	3 749	269 334	54 930	232 230	24 122	108 572	95 504

		Rates	Service Charge	Water	Sewage	Sanitation	Refuse	Electricity	Housing	Legal Fees	Indigent Charge	Sundry
	HANDOVERS	3 413 817	3 694 321	4 116 857	2 463 741	37 756	2 709 295	695 129	413 037	-307	20 253	328 083

1.2.4 Consumer Billing

Debtor Billings : Number and Value of Monthly Billings

Total Number of Consumers Billed													
Categories	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	YTD Total
RATES	-	-	-	15 944	15 731	15 743	17 454	19 226	19 115	19 080	19 095	18 885	-
SERVICES CHARGED	3 111	3 112	3 105	3 098	3 099	3 096	3 091	3 089	3 089	2 871	2 790	2 759	-
WATER	30 757	30 569	32 338	31 906	32 298	33 496	36 863	32 756	31 416	44 498	34 143	30 668	-
SEWERAGE	6 276	6 275	6 274	6 272	6 274	6 269	6 262	6 262	6 247	6 240	6 232	6 238	-
SANITATION	172	160	174	175	87	272	242	123	152	205	146	155	-
REFUSE	19 935	19 771	19 784	19 751	19 739	19 737	19 706	19 720	19 693	19 539	19 501	19 496	-
ELECTRICITY	8 255	8 362	8 304	8 373	8 084	8 423	8 286	8 171	8 120	8 130	8 303	8 069	-
HOUSING	516	516	516	516	516	517	516	516	516	446	525	517	-
LEGAL FEES													-
SUNDRY	21 131	22 117	22 020	21 864	21 812	21 718	21 648	21 638	21 592	21 173	21 116	21 080	-
INDIGENT	209	209	209	207	218	210	210	209	209	210	213		-
Total Amount Billed													
Categories	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	YTD Total
RATES	-	-	-	5 079 541.20	3 599 691.89	3 603 596.50	3 731 458.62	4 369 848.72	3 801 405.31	3 816 272.68	4 113 288.61	4 194 837.06	36 309 940.59

Categories	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	YTD Total
SERVICES CHARGED	209 743.62	209 811.04	209 339.10	210 725.96	210 793.98	210 589.92	210 249.82	210 113.78	210 113.78	195 285.42	189 775.80	187 667.18	2 464 209.40
WATER	1 831 986.46	1 911 067.59	1 933 987.23	1 784 189.17	2 188 146.77	1 964 118.94	2 362 571.06	2 053 372.88	1 727 541.12	1 885 415.28	1 690 381.39	1 809 320.10	23 142 097.99
SEWERAGE	718 341.15	715 880.11	714 661.75	720 236.47	720 448.34	719 917.21	719 173.24	718 346.75	716 750.45	716 006.48	715 166.58	715 807.04	8 610 735.57
SANITATION	59 857.17	74 360.93	76 551.90	75 028.28	23 850.14	137 960.93	112 519.22	57 388.43	74 730.76	83 201.43	64 977.50	64 134.30	904 560.99
REFUSE	1 080 714.70	969 203.83	968 194.12	966 607.15	966 030.07	965 933.89	964 250.76	964 875.93	963 625.59	956 219.73	955 113.59	954 873.14	11 675 642.50
ELECTRICITY	2 852 952.80	3 156 633.65	2 302 202.96	3 041 026.59	2 778 982.59	2 282 942.81	2 502 760.02	2 406 901.46	2 199 861.27	2 701 066.54	2 005 308.15	2 409 851.96	30 640 490.80
HOUSING	14 615.39	14 615.24	14 615.06	14 473.12	14 473.12	15 908.42	15 206.99	15 205.01	15 607.26	14 625.22	12 819.67	15 369.44	162 164.50
LEGAL FEES													-
SUNDRY	677 119.24	708 072.15	697 337.39	689 946.23	694 650.28	696 716.11	860 252.42	693 587.36	691 344.21	677 731.73	682 012.03	674 900.53	8 443 669.68
INDIGENT	6 110.40	6 110.40	6 099.00	6 042.00	6 372.64	6 144.60	6 144.60	6 110.40	6 110.40	6 144.60	5 121.80		66 510.84
Total	7 451 440.93	7 765 754.94	6 922 988.51	12 587 816.17	11 203 439.82	10 603 829.33	11 484 586.75	11 495 750.72	10 407 090.15	11 051 969.11	10 433 965.12	11 026 760.75	122 420 022.86

1.2.5 Debtor Receipts

Debtor Collections : Value of Amount Received and Interest

Total Amount Received from Debtors													
Categories	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	YTD Total
RATES	1 995 535.60	576 052.87	255 457.87	366 104.82	1 172 866.65	2 940 856.34	3 505 897.62	3 044 055.25	3 483 393.12	3 329 509.54	3 379 808.48	3 418 103.10	27 467 641.26
SERVICES CHARGED	193 158.90	192 338.53	196 043.78	204 685.12	235 101.24	131 757.51	145 615.52	148 656.84	146 285.78	172 174.07	186 062.08	200 656.96	2 152 536.33
WATER	1 558 448.82	1 227 842.28	1 613 485.62	1 641 519.22	1 337 859.81	1 602 380.01	1 706 750.03	1 582 958.10	1 658 358.28	1 430 632.06	1 725 750.44	1 382 807.53	18 468 792.20
SEWERAGE	715 655.86	640 175.23	667 204.90	784 298.07	840 369.11	666 748.04	622 722.63	575 742.03	639 620.17	635 776.56	642 125.50	645 537.71	8 075 975.81
SANITATION	108 264.56	65 367.75	90 520.42	97 725.92	76 473.53	107 854.49	153 594.62	151 349.91	98 431.40	94 656.25	642 009.54	67 664.24	1 753 912.63
REFUSE	1 216 031.39	800 625.13	969 252.79	1 041 859.65	1 031 260.55	892 075.90	908 441.13	852 641.19	953 309.48	912 205.96	937 785.80	930 908.40	11 446 397.37
ELECTRICITY	2 143 186.01	2 344 331.92	3 117 358.80	3 582 072.85	1 561 596.43	3 462 154.55	3 381 984.01	2 725 145.94	3 147 778.62	2 577 477.73	3 021 718.06	2 633 687.71	33 698 492.63
HOUSING	9 184.58	5 598.32	2 408.35	4 958.50	4 748.62	5 177.27	5 256.00	2 698.62	2 385.64	5 799.80	5 898.09	8 890.36	63 004.15
LEGAL FEES	71 433.83	16 690.98	149 296.17	145 425.44	146 672.35	83 544.56	179 453.54	82 569.70	103 150.51	105 076.45	95 766.75	91 780.10	1 270 860.38
SUNDRY	94 627.75	1 190 346.48	1 661 277.77	1 835 734.32	1 209 161.23	1 267 910.58	1 049 483.84	1 135 674.47	110 179.19	924 472.51	1 402 157.36	930 349.54	12 811 375.04
INDIGENT	87 038.30	100.23	6 002.86	11 165.12	3 167.01	8 061.04	17 825.43	5 858.84	3 952.75	625.94	1 063.38	5 405.93	150 266.83
Total	8 192 565.60	7 059 469.72	8 728 309.33	9 715 549.03	7 619 276.53	11 168 520.29	11 677 024.37	10 307 350.89	10 346 844.94	10 188 406.87	12 040 145.48	10 315 791.58	117 359 254.63

1.2.6 Debtor Analysis

Debtor Analysis : Amount Outstanding over 30;60;90 & 120

Total Amount Outstanding													
Categories		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
RATES	Current	106 891.44	(243 904.69)	(258 677.48)	2 780 983.50	2 744 540.29	2 868 269.27	3 167 185.46	3 270 561.04	3 257 224.30	3 270 666.22	3 577 947.05	3 572 842.10
	30 days	600 766.32	7 215.26	8 551.96	3 956.78	2 273 139.04	1 695 096.99	1 304 544.31	1 433 983.80	1 334 002.86	1 372 013.41	1 329 858.31	1 543 327.00
	60 days	360 520.21	333 416.56	4 091.10	4 308.40	1 956.78	912 490.74	669 641.38	702 976.20	653 349.85	725 313.62	690 239.34	703 470.36
	90 +	3 792 153.87	3 882 912.44	4 016 895.30	3 587 015.51	3 438 308.16	3 309 034.34	3 835 586.81	3 913 311.73	4 201 373.94	4 445 822.04	4 572 567.63	4 789 445.39
	Interest	455 872.54	463 427.27	474 246.55	419 792.43	408 427.79	433 999.07	468 736.08	476 381.61	497 175.51	519 143.28	541 694.29	560 600.83
	Handed over	3 413 816.93	3 381 133.54	3 365 297.99	3 283 623.22	3 229 577.05	3 200 472.10	3 234 303.15	3 438 488.07	3 383 964.22	3 260 771.43	3 365 346.24	3 328 464.44
	Total	8 730 021.31	7 824 200.38	7 610 405.42	10 079 679.84	12 095 949.11	12 419 362.51	12 679 997.19	13 235 702.45	13 327 090.68	13 593 730.00	14 077 652.86	14 498 150.12
SERVICES CHARGED	Current	74 561.60	79 699.43	72 136.81	69 458.28	61 119.34	252 498.48	50 616.89	51 253.11	51 982.20	49 191.74	45 546.66	8 634.18
	30 days	158 175.69	165 948.41	169 390.85	164 876.47	189 059.27	198 372.87	375 003.25	175 641.45	173 994.95	171 088.37	168 100.61	167 977.29
	60 days	165 243.24	152 143.84	159 331.15	163 858.44	158 735.28	182 382.84	192 278.56	369 760.70	170 854.64	167 081.39	162 971.24	160 769.18
	90 +	10 249 359.13	10 307 002.12	10 352 163.84	10 406 746.63	10 432 768.38	10 477 421.07	10 643 622.89	10 744 372.77	11 044 449.33	11 125 726.16	11 177 543.24	11 028 126.50
	Interest	1 976 249.71	1 991 398.76	1 998 384.44	2 032 681.41	2 035 786.92	2 152 074.72	2 222 337.17	2 252 892.49	2 288 102.77	2 322 112.12	2 354 685.93	2 325 020.20
	Handed over	3 694 321.96	3 691 817.00	3 701 307.71	3 692 273.20	3 642 665.71	3 403 823.59	3 314 368.09	3 333 486.09	3 324 309.31	3 299 651.86	3 291 919.67	3 223 189.44

		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
	Total	16 317 911.33	16 388 009.56	16 452 714.80	16 529 894.43	16 520 134.90	16 666 573.57	16 798 226.85	16 927 406.61	17 053 693.20	17 134 851.64	17 200 767.35	16 913 716.79
WATER	Current	1 465 424.42	1 500 514.04	1 480 430.14	1 347 883.35	1 697 997.38	1 796 364.90	1 869 958.58	1 610 449.40	1 309 802.64	1 474 207.21	1 271 840.52	1 386 836.40
	30 days	782 146.49	1 133 928.16	1 138 879.07	1 153 839.43	1 366 931.18	1 332 708.31	1 427 346.76	1 474 691.14	1 186 437.16	1 021 689.77	1 063 455.43	959 900.83
	60 days	718 298.58	687 806.59	789 834.01	795 789.07	998 216.44	1 027 442.81	1 011 836.60	1 213 828.47	1 190 021.20	998 954.04	807 079.48	858 577.85
	90 +	13 821 227.53	14 150 076.61	14 430 186.19	14 484 847.36	14 606 628.74	15 121 174.15	15 514 865.78	15 856 328.11	16 659 544.91	17 446 643.86	17 787 105.96	17 725 568.61
	Interest	528 093.02	537 646.64	542 209.17	553 647.50	537 862.04	640 874.74	669 838.72	687 690.36	721 627.83	755 313.59	779 417.35	795 768.23
	Handed over	4 116 857.20	4 103 554.29	4 080 113.09	4 031 739.39	3 968 583.00	3 677 799.67	3 814 778.85	4 069 437.17	4 053 712.42	4 001 658.16	4 104 467.68	3 984 694.98
	Total	21 432 047.24	22 113 526.33	22 461 651.67	22 367 746.10	23 176 218.78	23 596 364.58	24 308 625.29	24 912 424.65	25 121 146.16	25 698 466.63	25 813 366.42	25 711 346.90
SEWERAGE	Current	450 534.16	429 430.09	428 301.72	372 574.58	243 947.04	481 640.67	247 565.36	258 822.33	246 090.80	277 071.53	258 992.22	244 407.80
	30 days	324 125.52	398 800.56	396 488.52	368 954.43	435 202.95	412 379.62	608 051.67	386 499.00	380 102.37	374 731.01	392 418.76	379 818.30
	60 days	287 081.07	277 572.22	314 523.19	306 550.14	308 248.51	343 198.09	323 511.66	554 572.08	327 327.40	327 680.56	317 411.20	336 762.32
	90 +	3 356 629.46	3 449 632.40	3 509 670.62	3 609 661.32	3 632 570.14	3 777 053.78	3 741 117.78	3 854 444.57	4 246 788.12	4 393 137.31	4 500 203.08	4 549 452.09
	Interest	158 896.42	165 501.58	168 353.19	181 056.02	181 025.56	247 217.85	249 431.76	256 870.27	270 080.95	284 188.28	290 593.38	298 349.28
	Handed over	2 463 740.85	2 456 317.87	2 463 492.65	2 453 659.92	2 435 952.66	2 128 796.76	2 385 608.32	2 452 003.89	2 444 969.04	2 416 203.32	2 467 271.06	2 404 290.86
	Total	7 041 007.48	7 177 254.72	7 280 829.89	7 292 456.41	7 236 946.86	7 390 286.77	7 555 286.55	7 763 212.14	7 915 358.68	8 073 012.01	8 226 889.70	8 213 080.65

		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
SANITATION	Current	14 575.68	24 284.39	26 351.71	19 042.74	(49 618.11)	78 834.37	42 412.34	(20 721.53)	(1 239.84)	20 791.43	(9 433.95)	(7 478.39)
	30 days	20 974.63	31 931.47	27 160.25	29 132.18	45 596.82	14 584.38	43 556.04	63 319.71	19 330.89	25 933.78	48 336.00	20 047.25
	60 days	12 589.09	15 471.24	15 577.67	14 766.92	21 825.85	21 628.72	8 828.41	25 575.64	42 938.20	12 079.72	16 464.06	41 279.64
	90 +	79 543.25	90 814.40	95 348.38	104 534.03	114 991.57	117 595.46	124 824.02	73 666.05	85 848.00	109 892.86	103 755.39	115 529.54
	Interest	3 749.57	4 301.00	4 758.33	5 319.49	5 016.76	5 629.68	6 197.73	5 744.10	5 823.59	6 410.51	6 358.98	6 947.80
	Handed over	37 756.76	37 321.12	36 726.42	36 381.77	35 061.36	34 873.93	33 398.35	66 167.82	66 606.46	66 909.95	75 306.50	75 366.74
	Total	169 188.98	204 123.62	205 922.76	209 177.13	172 874.25	273 146.54	259 216.89	213 751.79	219 307.30	242 018.25	240 786.98	251 692.58
REFUSE	Current	689 514.47	558 788.06	513 865.37	484 826.78	398 167.39	551 386.77	415 532.31	406 939.20	378 279.76	361 414.83	384 637.52	340 952.03
	30 days	377 468.30	640 605.09	519 658.64	457 113.02	562 760.58	547 614.68	660 577.61	495 372.68	480 236.61	493 938.34	474 080.62	479 849.31
	60 days	349 538.12	327 510.85	453 071.17	383 165.19	378 355.65	411 891.03	416 537.47	581 362.71	394 311.01	397 673.72	393 326.05	388 233.35
	90 +	4 039 263.40	4 140 371.85	4 209 231.29	4 305 945.30	4 312 845.68	4 383 562.24	4 522 921.51	4 628 577.78	4 974 277.80	5 129 098.48	5 221 187.99	5 228 550.97
	Interest	269 334.93	281 321.87	286 552.38	286 183.03	281 902.42	337 232.83	366 992.34	379 141.57	396 209.16	413 474.33	427 116.72	426 148.88
	Handed over	2 709 295.88	2 703 422.55	2 708 872.16	2 680 655.20	2 646 950.07	2 502 740.67	2 530 582.38	2 632 949.91	2 617 408.62	2 599 710.39	2 621 306.36	2 580 073.13
	Total	8 434 415.10	8 652 020.27	8 691 251.01	8 597 888.52	8 580 981.79	8 734 428.22	8 913 143.62	9 124 343.85	9 240 722.96	9 395 310.09	9 521 655.26	9 443 807.67

		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
ELECTRICITY	Current	3 064 891.22	3 510 793.60	2 427 259.33	2 917 089.59	2 818 472.24	2 324 972.05	2 503 948.30	2 503 073.09	2 294 523.63	2 763 451.94	2 077 672.00	2 523 408.76
	30 days	527 131.97	1 329 076.39	1 734 438.94	865 919.57	1 527 662.48	1 321 643.10	797 145.15	957 927.27	781 888.31	762 109.41	953 046.37	743 812.60
	60 days	250 440.00	262 649.21	474 737.06	433 046.89	536 573.89	476 784.75	466 610.11	376 867.01	380 673.30	399 357.98	335 609.04	369 525.94
	90 +	650 798.15	679 635.48	765 149.42	921 395.13	1 151 428.91	1 240 691.73	1 035 209.30	928 100.23	926 442.92	1 051 600.24	956 603.24	977 213.76
	Interest	54 930.76	65 240.77	75 741.82	73 624.48	65 579.17	70 074.06	72 098.38	69 141.21	63 758.24	69 223.41	69 961.35	72 730.87
	Handed over	695 129.46	694 316.67	684 111.56	679 921.67	662 800.01	656 612.15	819 305.48	1 059 878.15	1 054 017.07	1 016 512.61	1 137 043.66	1 118 048.95
	Total	5 243 321.56	6 541 712.12	6 161 438.13	5 890 997.33	6 762 516.70	6 090 777.84	5 694 316.72	5 894 986.96	5 501 303.47	6 062 255.59	5 529 935.66	5 804 740.88
HOUSING	Current	(16 194.07)	(15 724.56)	(15 602.86)	(14 734.85)	(15 269.77)	18 519.28	(14 147.93)	(14 302.12)	(13 508.22)	(12 835.08)	(13 377.56)	(34 206.17)
	30 days	13 411.05	13 659.50	13 820.65	13 477.60	14 379.32	13 291.75	45 202.24	13 787.38	13 076.32	13 502.98	13 852.99	13 216.79
	60 days	13 776.98	13 214.90	13 556.63	13 246.23	13 466.55	13 646.80	12 383.34	44 922.92	13 750.71	12 744.45	13 066.91	13 507.90
	90 +	959 661.02	968 649.47	980 054.10	990 080.86	1 000 238.14	1 006 341.30	968 389.17	978 456.91	1 022 302.46	1 031 904.77	1 026 618.72	996 435.30
	Interest	232 230.42	47 800.60	233 708.89	235 723.91	235 052.91	243 501.65	245 740.39	248 230.97	250 700.85	252 660.01	250 879.31	236 858.59
	Handed over	413 037.89	414 819.28	416 495.62	418 155.79	416 446.67	383 179.74	433 806.38	435 365.02	436 245.20	437 436.09	456 936.62	457 397.24
	Total	1 615 923.29	1 442 419.19	1 642 033.03	1 655 949.54	1 664 313.82	1 678 480.52	1 691 373.59	1 706 461.08	1 722 567.32	1 735 413.22	1 747 976.99	1 683 209.65

		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
LEGAL FEES	Current	(49 811.18)	(218 414.25)	(272 845.12)	(319 041.30)	(281 696.48)	(373 960.40)	(294 065.67)	(206 929.58)	(224 736.34)	(239 796.90)	(156 107.08)	(195 391.87)
	30 days	2 354.92	237 378.51	57 048.85	93 426.20	53 681.15	99 832.74	-	114 294.63	119 019.66	99 349.31	72 169.02	143 359.31
	60 days	67 603.70	2 354.92	232 777.85	56 844.47	91 885.80	53 185.78	98 340.27	-	109 249.19	116 144.07	97 563.13	69 736.75
	90 +	1 780 076.67	1 839 915.31	1 832 123.90	2 052 298.52	2 091 643.19	2 164 609.29	2 190 989.22	2 269 743.62	2 250 904.13	2 337 985.91	2 429 515.66	2 442 137.07
	Interest	24 122.51	24 122.51	24 122.51	24 122.51	24 122.51	24 122.51	24 117.68	24 117.68	24 117.68	24 117.68	24 111.37	24 009.77
	Handed over	(307.42)	(557.69)	-	(17 357.56)	(619.25)	248.24	248.24	248.24	248.24	248.24	(4 978.90)	(5 872.40)
	Total	1 824 039.20	1 884 799.31	1 873 227.99	1 890 292.84	1 979 016.92	1 968 038.16	2 019 629.74	2 201 474.59	2 278 802.56	2 338 048.31	2 462 273.20	2 477 978.63
INDIGENT	Current	(25 485.81)	(24 673.08)	(27 396.62)	(30 439.59)	(27 973.80)	(26 028.77)	(33 325.35)	(27 473.55)	(26 671.17)	(33 994.04)	(37 753.20)	(43 176.27)
	30 days	3 297.31	5 635.32	6 885.34	5 434.53	5 891.01	5 728.06	8 841.13	5 432.60	5 491.97	6 094.58	5 505.12	5 529.00
	60 days	3 986.96	3 251.71	5 384.50	6 729.18	5 333.42	5 748.48	5 397.46	8 650.92	5 330.00	5 417.95	5 946.33	5 465.24
	90 +	945 418.62	947 931.78	948 337.84	951 652.57	956 979.45	960 187.71	958 674.55	961 769.91	968 584.82	973 219.39	976 778.69	958 640.45
	Interest	108 572.21	109 115.54	109 314.67	110 599.95	110 348.86	111 973.26	112 911.55	114 048.08	115 106.56	116 169.22	117 121.15	114 580.33
	Handed over	20 253.60	18 362.50	17 890.05	18 527.37	18 527.37	17 257.73	22 613.72	22 698.81	22 780.20	22 861.59	22 942.98	22 119.57
	Total	1 056 042.89	1 059 623.77	1 060 415.78	1 062 504.01	1 069 106.31	1 074 866.47	1 075 113.06	1 085 126.77	1 090 622.38	1 089 768.69	1 090 541.07	1 063 158.32

		Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
SUNDRY	Current	(143 571.75)	(419 737.73)	(1 048 466.80)	(1 075 382.03)	(968 449.19)	(1 049 478.26)	(803 557.28)	(936 682.11)	(968 702.10)	(889 904.69)	(813 203.06)	(820 711.17)
	30 days	18 362.88	236 739.89	270 285.79	286 477.70	326 859.56	306 677.54	280 089.38	364 265.08	270 660.92	266 933.72	262 459.50	262 660.00
	60 days	40 280.13	13 384.73	157 462.55	191 344.27	239 138.83	228 390.99	220 878.72	227 238.45	270 149.17	211 615.04	208 091.22	205 660.32
	90 +	226 182.20	245 529.28	234 024.11	343 150.56	468 485.17	621 908.05	679 387.48	779 988.08	937 947.38	1 066 336.81	1 163 983.03	1 265 276.32
	Interest	95 504.96	83 313.50	80 480.24	83 081.35	80 659.22	84 842.28	89 183.39	95 246.29	103 036.88	109 819.82	117 193.64	125 941.17
	Handed over	328 083.20	324 159.51	324 544.51	326 086.71	325 386.71	350 240.87	384 857.77	413 598.78	414 987.57	415 405.47	454 796.13	456 543.49
	Total	564 841.62	483 389.18	18 330.40	154 758.56	472 080.30	542 581.47	850 839.46	943 654.57	1 028 079.82	1 180 206.17	1 393 320.46	1 495 370.13
Grand Total		72 428 760.00	73 771 078.45	73 458 220.88	75 731 344.71	79 730 139.74	80 434 906.65	81 845 768.96	84 008 545.46	84 498 694.53	86 543 080.60	87 305 165.95	87 556 252.32

1.2.7 Debts Written Off

Write off of Debt : Number and Value of Debt Written off

Categories	Number of debtors Written off	Total Write off
Property Rates	94	54 995.11
Service Charge	141	351 952.94
Water	204	452 353.07
Sewage	91	158 316.96
Sanitation	6	864.79
Refuse	176	193 562.97
Electricity	6	6 930.21
Housing	30	34 677.75
Legal Fees	73	66 049.95
Indigent Charge	76	26 678.64
Sundry	114	16 781.18
Total	1 011	1 363 163.57

Note: Only Alexandria Household debt was written off in April

1.2.8 Property rates (Residential and Commercial)

Property rates (ALL):	<Number>	R (000s)
- Number and value of properties rated	21 249	11 061 031
- Number and value of properties not rated	4 319	497 199
- Number and value of rate exemptions	NIL	NIL

1.2.9 Rates Collectable for Current Year

Rates collectible for the current year	<Number>	R (000s)
Total Billed	21 249	43 644
Less :		12 928
Rebates		5 769
Adjustment journals		7 158
Total Collectible	21 249	30 716

1.2.10 Property Valuation

Property valuation:	<Number>	R (000s)
- Year of last valuation	2008	
- Regularity of valuation	4 years	

1.2.11 Indigent Policy

Indigent Policy:	<Number>	R (000s)
- Quantity (number of households affected)	4946	-
- Quantum (total value across municipality)	-	917 141
Note : Current reports do not provide a reliable split between property categories, a flat rate is used for all rateable properties		

ANNEXURE 1.2.12

NDLAMBE MUNICIPALITY - FINANCE DIRECTORATE CUSTOMER SURVEY - DEBTORS

In order to enable the Finance Directorate of the Ndlambe Municipality to supply our customers with excellent service we need to know from you, our customer, what you expect from us as a service provider.

Therefore, it would be appreciated if you would take the time to complete the following questionnaire and return it to: Director: Financial Management, P.O.Box 13, Port Alfred, 6170 or drop it off at one of the finance offices situated in Port Alfred, Kenton-on-Sea or Alexandria.

Using the rating scale 1 is very poor and 5 is excellent, how would you rate the following: **Average:**

ACCOUNTS:

1	Are the accounts you receive clear both in content and presentation?	4
2	Have you found that account statements are received on time?	3
3	Would you suggest any changes to the content of the account?	3
4	Have you found the account statements to be accurate?	3
5	Have you found that payment of accounts is easy?	4

STAFF CONDUCT:

1	Are staff members friendly, courteous and helpful?	4
2	Have you found that staff members treat you with respect?	4
3	Have you found the staff members to be competent?	4
4	Have you found that staff members are efficient?	4
5	Have you found that staff members are attentive?	4
6	Have you found that staff members listen to your problems?	4
7	Have you found that staff members go out their way to help you?	4

Queries:

1	Have you found that queries are resolved to your satisfaction?	3
2	Have you found that queries are resolved in time?	3
3	Have you found that you are helped with minimal referrals?	3

Municipal Facilities:

1	Have you found that municipality working hours are convenient?	4
2	Have you found that facilities are accessible?	4

GENERAL:

1	Do you have to stand in long queues when at the finance office?	Most Answered No
2	Would you like to receive new or updates via email?	Most Answered No
3	Have you visited the finance website www.ndlambe.gov.za	Most Answered No
4	Are there any suggestions you would like to make that will make your visit to and/or contact with the finance directorate offices more acceptable?	

Comments received from Public:

- If you have anything to do with the library in Port Alfred, the staff could do with a big jack up as they are lazy and sometimes very rude.
- Simplify rates accounts - print net value only. Show more detail on how the rates calculation is achieved.
- Being situated in Kimberley means we get our account late and get charged interest, why do we have to pay a set amount for water and lights plus usage?
- Stop escalating costs on properties
- Stop escalating costs of water and basic costs
- I have always been helped with problems
- It would have been nice if there had been an explanation for the newly added environmental levy instead of just adding it on as yet another increase
- It is very obvious that many councillors have no idea what they are on Council for.
- No consideration given to pensioners on fixed income
- Staff competent in their various minor tasks only.
- Staff courteous, listen to problems but seldom solve them.
- Senior staff always busy and are unapproachable.
- Who does what in the department and when are queries ever going to be answered?
- Instead of sending the accounts of people who have the same levy every month once a month how about an account every three months. You could save a few cents that could be used to fill some potholes.
- Working hours must be more aligned to the normal working customer to enable them to pay their accounts without having to take time off of work. Use flexi-time like Telkom or Post Office. Have lunch time shifts to assist working people.
- Municipality closes early on a Friday, would it be possible then to open on a Saturday morning or stay open later on Fridays?
- Very rude individual at the Alexandria traffic department.
- Please can Alexandria be cleaned up so we can have a town we can be proud of.
- The driffies in Alexandria are all overgrown and in a shocking state.
- An electrical box next to the squash court in Alexandria is always open and is dangerous.
- Street cleaning and garden services are a waste of labour, time and money. Absolutely no productivity - 10 persons doing a job which could be done by 2-3 persons. No supervision of labour. Persons in charge do not care.
- A number of people commented that Marsha Reynolds is very helpful and is an asset to the municipality.
- Can you get other Directorates to send out customer surveys, as some directorates fall short in service delivery and need to know about it!
- Nothing done about long standing credits due.
- It is clear that there is no problem being charged and receiving payment from the public - However thereafter the allocation and use of the finances is not good. Look at the infrastructure, no maintenance is being done. Something is not right. Management is here to serve, not to be served.
- Could more bins be put around town and emptied on a regular basis, instead of being left and to get full and then blown all around the streets.
- Phones need to be answered and calls need to be returned.
- Municipality is need of a supervisor to super vice ground staff who waist time.
- Special thanks to Howard Dredge for all he does.
- Meter reading is guessed, not the correct units are used, make arrangements to get into premises for meter readings. Air in water pipes gives high readings.
- I would like that water meters are correctly and monthly read and put in the monthly account.
- We have a holiday house and would like to put in pre-paid electricity. When will this service be available?
- Finance section is good, if only the same could be said about the other departments.
- If no service is provided be it a strike or other, I would like that service to be credited on my account e.g refuse removal.
- The upper echelon has been paid beyond their competence and drive fancy 4x4 while the potholes around port Alfred and Bathurst just get worse.
- Change payment date of accounts to end of the month.
- Card facilities would be a huge help for us senior citizens so that we don't need to carry large amounts of money.
- Staff at the finance department are a pleasure to deal with.

- Appreciate the good job that the finance department is doing. If only the same could be said for other departments.

Annexure 1.2.13

Report of the Audit Committee of Ndlambe Municipality for the year ended 30th June 2010

The Ndlambe Audit Committee met four times during the year: namely on the 16th September 2009; 13th January 2010; 19th May 2010 and 23rd June 2010. All three members of the committee attended all meetings.

The Audit Committee serves as an independent advisory body which advises the municipal council; office bearers and management on matters relating to :

- Internal financial control and internal audit
- Risk management
- Accounting policies
- The adequacy, reliability and accuracy of financial reporting and information
- Performance management and evaluation of same
- Effective governance
- Compliance with the Municipal Finance Management Act 56 of 2003 and any other applicable legislation
- Any issues referred to it by the municipality

The Municipality has instituted an “Audit Action Plan” wherein all the activities/operations are identified and their shortcomings noted. Unfortunately this action plan has not had the positive effect that was hoped for due to a number of reasons. With the result that a number of strategically important tasks have not been attended to; such as a fully operative disaster recovery plan.

Problems persist with the control and collection of debtors. Progress has been made with the collection of State and Para-statal debts. However the control of indigent debt, particularly the non collection of interest charged on excess consumption remains a great concern. There is an urgent need to strengthen the debt collection staff, however Council have frozen all new staff appointments. We have repeatedly requested that a cost/benefit analysis be done for all new staff appointments. This is the only way to assure Council that the money is being well spent.

During the year an internal “internal auditor” was appointed. Whilst it is too soon to make an evaluation of this move it is hoped that it will improve the overall disciplines and internal controls.

During the year the drought and difficulties in maintaining an adequate infrastructure regarding roads, sewerage and water have led to a deterioration in relations with the ratepayer association. Whilst this is strictly out of the orbit of the Audit Committee it is a cause of considerable concern to the Committee as there are significant cost consequences should the town run out of water or the ratepayers institute a rates boycott.

Internal Audit tabled a report on procurement. Whilst certain shortcomings were highlighted we have been assured that improved controls have been put in place regarding:

- The formal bid process
- Requesting and authorisation of requisitions and subsequent payment approvals
- Minimum number of quotes obtained

- Deviation forms to be properly controlled
- Inspection of work done by suppliers
- Supporting documentation
- Register of interests declared by municipal officials

The Audit Committee has on a number of occasions raised the necessity for a "Long Term Strategic Plan". This is a plan that stretches for a minimum of five years, but preferably for ten years. Without it the Municipality cannot prepare an effective Budget; nor can it cost for major capital projects.

The Municipality's obligations re the operation and restoration of landfill sites, which was identified last year, remains an outstanding issue

The A.G. has pointed out last year that the Audit Committee has not meet its commitments regarding the Performance Audit Committee's involvement in assessing the performance of Sec 57 and other Managers. This remains the case in 2009/10 as the Municipality has failed to convene such a committee and consequently no evaluations have been done.

I wish to thank the management and all the staff at Ndlambe for their willing assistance over the past year.

Brian G. Reid B.Com CA(SA)
Chairman of the Ndlambe Audit Committee.

1.2.5(a) Audit Committee Minutes

MINUTES OF THE NDLAMBE AUDIT COMMITTEE MEETING HELD ON WEDNESDAY, 23 JUNE 2010 AT 14:00

MEETING VENUE: Makana Municipality
Grahamstown

PRESENT: **Committee:** Mr B G Reid (Chairperson)
Mr B Anderssen (Member)
Ms A Wagenaar (Member)

Management: Mr H Dredge Chief Financial Officer
Mr L Nelana Internal Auditor
Ms G Nkombisa Secretariat
Mr N Herselman Auditor General
Mr F Muller PwC

MINUTES OF THE MEETING

Item	Detail / Description	For Action
1	<p><u>Opening and Welcome</u></p> <p>The Chairperson opened the meeting at 14:15 and welcomed all who were in attendance.</p>	
2	<p><u>Apologies</u></p> <p>Adv R Dumezweni (Municipal Manager)</p>	
3	<p><u>Declaration of interest</u></p> <p>Declarations were requested, but no conflicts of interest were noted.</p>	
4	<p><u>Adoption of the Agenda</u></p> <p>The agenda was considered and adopted</p>	
5	<p><u>Adoption of the minutes of previous meeting : 13 January 2010</u></p> <p>The minutes were confirmed as a true reflection of the previous meeting. The Chairman signed the minutes.</p>	
6	<p><u>Adoption of the minutes of previous meeting: 19 May 2010</u></p> <p>The minutes were confirmed as a true reflection of the previous meeting. The Chairman signed the minutes.</p>	
7 7.1	<p>Matters Arising</p> <p>Update on the appointment of the Debt Collector</p> <p>The Chairman requested an update on the appointment of Debt Collector.</p> <p>The CFO advised that a resolution was taken by Council that no vacant positions should be filled and that each director needed to provide Council with a full motivation and supply reasons as to why any vacant post should be filled. The CFO will be submitting a motivation to the next Council meeting for the filling of the 4 vacant post in the</p>	CFO

<p>7.2</p> <p>7.3</p> <p>7.4</p>	<p>credit control section.</p> <p>The Chairman advised the CFO that this matter should be taken up with the office of the MM as there is a genuine need for the appointment of Debt Collector, due to the staff shortages, debt collecting at Ndlambe is far too slow.</p> <p>Progress on Asset Register</p> <p>The CFO advised that the asset register is fully updated, the only challenge being the infrastructure assets i.e. underground pipes.</p> <p>The CFO also advised that Ndlambe Municipality was granted an exemption of 3 years regarding the infrastructure assets.</p> <p>The following reports were omitted from this meetings pack, and must be submitted at the next Audit Committee meeting:-</p> <ul style="list-style-type: none"> • Set of Management Accounts • Risk Management Plan <p>Progress on Water Shortage in Ndlambe</p> <ul style="list-style-type: none"> • Short term solution <p>The short term solution is to place portable desalination plants in the Kowie river and pump the water to the treatment works and to get all five pumps running in the dune field.</p> <ul style="list-style-type: none"> • Long term solution <p>The long term solution is to either obtain water from Amatola Water Board or through desalination. An item will be going to the next Council meeting with all details for Council to make an informed decision.</p> <p>The Chairman requested the CFO to enquire from the Directorate: Infrastructure if they make use of the project by DWAF (Working for Water Project) in the removal of the alien vegetation in the Kowie catchment to save water.</p> <p>He advised the committee that this project is funded by the Central Government.</p>	<p>CFO</p> <p>CFO & Internal Auditor</p>
<p>8</p> <p>8.1</p>	<p>New Matters / Business of the day</p> <ul style="list-style-type: none"> • Top 20 Debtors as at 14 June 2010 <p>UKhanyo High School rates (R250 229.92) and Bhongweni Primary School rates (R189 935.87)</p>	<p>CFO</p>

8.2	<p>The CFO advised that the department advised that these two accounts will be settled before end of June 2010.</p> <p>Indigent Owner account (R48 097.39)</p>	
8.3	<p>The CFO advised the meeting that this represents interest accrued from 2000/2003. The Chairman said that this debt is totally irrecoverable and should be written off.</p> <p>In the matter of getting cooperation from residents, both indigent and other the Chairman said that he believed that councilors should visit their electorates as it is their responsibility to advise the people who voted for them on matters of good governance as this is their responsibility for which they are getting paid.</p>	CFO Mayor
8.4	<p>Estate Late - N Budaza (R47 555.99) no beneficiary nominated</p> <p>The CFO to get clarity from the Master of the Court on how a debt can be legally transferred from a deceased estate to a beneficiary that now occupies the property.</p>	CFO
8.5	<p>Internal Audit Charter</p> <p>The committee does not dispute the principles contained in the charter document, however it should be noted that there is no mention of the Municipal Council who should be the custodians receiving the Internal Auditor's Report.</p>	Internal Auditor
8.6	<p>That the internal audit charter should include the definition of the Internal Audit Consultancy. It was agreed that a follow-up meeting will be convened to finalise the charter.</p> <p>Internal Audit Plan</p> <p>The Internal Audit Plan was submitted by the Internal Auditor. The Chairman raised certain queries regarding hours and amounts of time spent on certain tasks. It was agreed that this will also be discussed at the follow-up meeting noted above.</p>	Internal Auditor
	<p>Ndlambe Municipality's Budget : 2010/2011</p> <p>That the 2010/2011 Budget Meeting submitted by the Director: Financial Management be noted.</p> <p>The Chairman stated that, in his opinion, the overall 10% Cost escalation on the operating budget was more than generous</p>	CFO
8.7	<p>Audit Action Plan</p>	

8.8	<p>That the Audit Action Plan submitted by the Audit Action Plan be noted.</p> <p>Control Measures: Investigations conducted by PriceWaterHouse Coopers</p> <p>That the report submitted from PwC be noted.</p>	
8.9	<p>That the following controls measures be adopted:-</p> <ul style="list-style-type: none"> Supply Chain Management Acquisition Procedure Guide <p>That it be noted that the Management agrees that the Supply Manager should draft an Acquisition Procedure Guide and submit it to council for adoption. The Finance Department has tightened up the procedures around procurement significantly and they include – all requisitions have to be signed by the Budget and Treasury Office (BTO) before going to Supply Chain for purchase order.</p>	CFO
8.10	<p>BTO checks all budget related matters and if the BTO signs the requisition, the order will be issued only once supply chain officials determine that all regulations have been met regarding the SCM Policy.</p> <ul style="list-style-type: none"> Formal Bid Process 	CFO
8.11	<p>The Management acknowledged that certain controls were not put into place but that in the majority of areas procurement under the thresholds are dealt with correctly, however finance will implement all controls necessary to ensure the processes are in accordance with legislation and the SCM Policy and do not allow for manipulation.</p> <p>BTO will be instructed to institute a register to capture all procurement of goods and services that could result in the possible manipulation of thresholds.</p>	CFO
8.12	<ul style="list-style-type: none"> Requesting and authorization of requisitions and subsequent payment approval <p>Control measures are in place, BTO is required to ensure that there is a requestor and a separate person authorizing the expenditure, in other words, there must be two signatures on the requisition.</p>	CFO
8.13	<ul style="list-style-type: none"> Minimum number of quotes obtained <p>Both BTO and SCM check all documentation to ensure that legislation and policies are being adhered to.</p> <ul style="list-style-type: none"> Deviation Forms 	MM

<p>8.14</p> <p>8.15</p> <p>8.16</p> <p>8.17</p>	<p>That the responsibility of the MM should not be delegated to the directors of the different departments.</p> <p>In the case whereby a minimum number of quotes has not been obtained, the matter is raised to the Municipal Manager, the MM makes the decision to either approve the order or for more quotes to be obtained, this will be tabled to the Council if approved is made without the minimum number of quotes.</p> <p>In the event that the responsibility is delegated, the head of another department should sign on behalf of the Municipal Manager, so that the Head of the Department is unable to approve his / her own deviation form.</p> <ul style="list-style-type: none"> Alleged sole provider of specialized services to the municipality and cover quoting <p>The municipality should investigate the matter as to whether a supplier is the sole provider of a specialized service and if it is in fact correct, the municipality should commence with negotiations with the supplier in order to have Service Level Agreement (SLA) drawn up.</p> <p>The directors have been instructed to submit lists of these potential sole providers to be included in the annual tender process.</p> <ul style="list-style-type: none"> Inspection of work performed by suppliers <p>That all work performed by suppliers should be inspected upon completion of the project / job. To address this matter, SCM Office will be requested to include a declaration on invoices and certificates that goods received per the quotation which would include an inspection of the goods received.</p> <p>A stamp stating that the goods received are as per the order will be introduced and will be stamped on the invoice, which will include an area for receiving official of the relevant directorate to sign in order to isolate responsibility.</p> <ul style="list-style-type: none"> Supporting documents <p>According to paragraph 36(1)(b) of the SCM Policy, the Accounting Officer may ratify any minor breaches of the procurement processes by an official or committee acting in terms of delegated powers or duties which are purely of a technical nature.</p> <p>According to paragraph 36(2) of the SCM Policy, the Accounting Officer must record the reasons for any deviations in terms of subparagraph (1)(a) and (b) of this</p>	<p>MM</p> <p>MM</p>
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	<p>Policy and report them to the next meeting of the Council and include as a note to the Annual Financial Statements.</p> <p>The Accounting Officer should, therefore, obtain the reasons from the Director who authorized these requisitions and these should be reported to the council as soon as possible, and be included in the Annual Financial Statements.</p> <p>The process as described under 8.9 above will assist in minimizing these deviations in future, presently, the process has resulted in a large number of deviations being noted and reasons are currently being obtained.</p> <ul style="list-style-type: none"> • Register of interests declared by Municipal Officials <p>Officials and Councillors have to sign declarations of interest prior to any meeting as well as an annual declaration for AG purposes. The annual declarations signed for audit purposes will now be expanded on and used as the register throughout the year. The declaration is to state that the person will report any changes to the declaration that may take place during a financial year.</p>	
9	<p>General</p> <p>The Chairman invited the Municipal Manager to extend an invitation to all Directors to attend the next Audit Committee meeting scheduled to be held in Port Alfred.</p>	
10	<p>Closing</p> <p>The Chairperson thanked everyone for attending the meeting. The meeting was then adjourned.</p> <p>The meeting adjourned at 16:40</p>	

Signed/ approved as a true record of the above meeting:

Name: _____

Designation: _____

Date: _____

NDLAMBE DBSA LOAN MOVEMENTS - 2010

LOAN GL #		01-05-05-1005-046	01-05-05-1005-045	01-05-05-1005-040	01-05-05-1005-038	01-05-05-1005-047	01-05-05-1005-048	01-05-05-1005-049		
EXP VOTE		15-20-61	10-20-53	01-20-25	01-20-25			15-20-61		
DBSA REF		101161/2	11227/15007.4	11228/15007.5	13478/101	102198	101855	102557/1		TOTAL
YEAR		2005	1989	1990	2000	2006	2006	2009		
LOCATION		NDLAMBE	ALEXANDRIA	ALEXANDRIA	PORT ALFRED	NDLAMBE	NDLAMBE	NDLAMBE		
DESCRIPTION		Ndlambe Multi Municipal Infrastructure Programme	11227 Lalf 15007 .4	11228 Lalf 15007 .5	13478 Port Alfred Sewerage Reticulation Phase I	102198 Ndlambe Multi Municipal Infrastructure Programme Phase III	101855 Ndlambe Multi Municipal Infrastructure Programme Phase II	102557/1 Ndlambe Multi Municipal Infrastructure Programme Phase IV		
i Rate		12.34	16.38	16.38	17.00	10.89	9.68	8.81		
Term Yrs		20.00	20.00	20.00	20.00	10.00	10.00	15.00		
Pmt pa		1	2	2	2	1	1	2		
Red. Date		31-Mar-25	31-Dec-09	31-Dec-10	31-Dec-20	31-Mar-16	31-Mar-16	30-Sep-23		
Original Loan		7 500 000.00	80 000.00	76 000.00	5 160 000.00	10 000 000.00	8 200 000.00	10 000 000.00		41 408 679.00

LOAN GL #	01-05-05-1005-046	01-05-05-1005-045	01-05-05-1005-040	01-05-05-1005-038	01-05-05-1005-047	01-05-05-1005-048	01-05-05-1005-049
INT COST GL#	15-20-61-7200-000	10-20-50-7200-000	10-20-50-7200-000	01-20-25-7200-000	15-20-61-7200-000	15-20-61-7200-000	15-20-61-7200-000

BALANCE PER 2009 AFS **7 349 230.62** **6 322.64** **16 693.71** **4 524 232.20** **8 753 974.81** **7 096 483.63** **10 219 571.78** **37 966 509.39**

Received ex DBSA		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interest	ch # 83590 dd 18/9/2009	441 118.62	0.00	0.00	0.00	465 326.04	336 294.78	441 556.44	1 684 295.88
	ch # 17734 dd 21/12/2009	0.00	522.08	1 378.46	387 720.52	0.00	0.00	0.00	389 621.06
	ch # 19267 dd 16/03/2010	434 089.72	0.00	0.00	0.00	439 942.49	317 235.34	439 143.57	1 630 411.12
	ch # 21471 dd 30/06/2010	0.00	0.00	939.75	375 767.49	0.00	0.00	0.00	376 707.24
		875 208.34	522.08	2 318.21	763 488.01	905 268.53	653 530.12	880 700.01	4 081 035.30
Repaid	ch # 83590 dd 18/9/2009	516 177.14	0.00	0.00	0.00	885 960.36	693 094.03	441 556.44	2 536 787.97
	ch # 17734 dd 21/12/2009	0.00	6 844.72	6 502.64	454 522.47	0.00	0.00	0.00	467 869.83
	ch # 19267 dd 16/03/2010	516 177.20	0.00	0.00	0.00	885 960.38	693 094.05	628 597.69	2 723 829.32
	ch # 21471 dd 30/06/2010	0.00	0.00	6 502.64	454 522.77	0.00	0.00	0.00	461 025.41
		1 032 354.34	6 844.72	13 005.28	909 045.24	1 771 920.74	1 386 188.08	1 070 154.13	6 189 512.53
Redeemed	ch # 83590 dd 18/9/2009	75 058.52	0.00	0.00	0.00	420 634.32	356 799.25	0.00	852 492.09
	ch # 17734 dd 21/12/2009	0.00	6 322.64	5 124.18	66 801.95	0.00	0.00	0.00	78 248.77
	ch # 19267 dd 16/03/2010	82 087.48	0.00	0.00	0.00	446 017.89	375 858.71	189 454.12	1 093 418.20
	ch # 21471 dd 30/06/2010	0.00	0.00	5 562.89	78 755.28	0.00	0.00	0.00	84 318.17
		157 146.00	6 322.64	10 687.07	145 557.23	866 652.21	732 657.96	189 454.12	2 108 477.23
Closing Bal		7 192 084.62	0.00	6 006.64	4 378 674.97	7 887 322.60	6 363 825.67	10 030 117.66	35 858 032.16
Interest Timing Adjustment		-4 834.67				-23 529.96	-17 681.73	-4 159.88	-50 206.24
142 Page									
Due to DBSA at 30/06/10		7 187 249.95	0.00	6 006.64	4 378 674.97	7 863 792.64	6 346 143.94	10 025 957.78	35 807 825.92

COMPULSORY ANNEXURES

- 1. AUDITOR GENERAL'S REPORT**
- 2. ISSUES RAISED IN AUDIT REPORT & RESPONSES**
- 3. AUDIT COMMITTEE REPORT**
- 4. AUDITED FINANCIAL STATEMENTS**
- 5. APPROVED MUNICIPAL STRUCTURE (ORGANOGRAM/STAFF ESTABLISHMENT)**
- 6. COUNCIL RESOLUTION ON THE ANNUAL REPORT 2009/2010**

AUDITOR GENERAL'S REPORT

ISSUES RAISED IN AUDIT REPORT & RESPONSES

AUDIT COMMITTEE REPORT

AUDITED FINANCIAL STATEMENTS

**APPROVED MUNICIPAL STRUCTURE
(ORGANOGRAM)**

**COUNCIL RESOLUTION ON THE ANNUAL
REPORT 2009/2010**